Blackboard collaborate™ web conferencing

Version 12

Essentials for Moderators

19/12/2012

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Chapter 1

Using this Guide

This guide provides information on the most widely used features of Blackboard Collaborate Web Conferencing – those features most essential to conducting a Blackboard Collaborate session. For information on all the features, refer to the full Moderator's Guide.

Who Should Read this Guide

This guide is written for Blackboard Collaborate Web Conferencing Moderators. Moderators are session participants with a heightened level of permissions when interacting in the Blackboard Collaborate session. They can change Content modes, grant and remove permissions from Participants, and move Participants to breakout rooms.

When a session is created, there is always one person designated as the Moderator – this person is the Moderator of Record and can never lose Moderator privileges. Other Participants may be granted Moderator privileges by default or on a case-by-case basis.

Blackboard Collaborate Moderators need not be computer experts, however, some functions do require basic computer skills such as working knowledge of your operating system, ability to navigate between and within applications, or basic text editing.

Note: Users who make use of the accessibility features in Blackboard Collaborate Web Conferencing should refer to the *Accessibility Guide for Moderators*.

How to Use this Guide

It is highly recommend that you read the first three chapters of this guide prior to attending a Blackboard Collaborate Web Conferencing session.

1. Read *Conventions Used in this Guide* on page 4 of this chapter to familiarize yourself with the various presentation, formatting and typographical conventions used in this guide.
2. Follow the instructions in *Getting Started* on page 7 to ensure you have the proper hardware and software to run Blackboard Collaborate and to set up your Blackboard Collaborate environment.
3. Read *The Blackboard Collaborate Web Conferencing Room* on page 13 to familiarize yourself with the Blackboard Collaborate user interface.

Refer to the remaining chapters in any order to become familiar with the available tools and features of Blackboard Collaborate.

Note: For a discussion of the accessibility features in Blackboard Collaborate Web Conferencing, including Closed-Captioning and the Activity Window, see the Accessibility Guide for Moderators.

Terminology

The following terms are used in this guide when referring to Blackboard Collaborate Web Conferencing users:

- Moderator – Moderators have access to all Blackboard Collaborate features, including the ability to grant Moderator status to Participants. The person conducting a session, such as a teacher, is a Moderator.
- Participant – Participants have restricted access to Blackboard Collaborate features. Students are typically Participants, although Moderators can grant Participants Moderator status.
- Session Attendee – Anyone attending the session (both Moderators and Participants).
- Invitee – Anyone invited to the session (both Moderators and Participants).

Note: The terms Moderator and Participant are the default terms used in the user interface. However, your system administrator may redefine these terms, so various elements in the user interface may be different in your user interface than what is documented in this guide. For example, if the administrator changes "Moderator" to "Instructor", the command "Give Moderator Privileges" will be "Give Instructor Privileges" in your user interface.

Getting Help

Documentation and Learning Resources

Documentation and learning resources (for all Blackboard Collaborate products) are available on the On-Demand Learning Center, which can be reached as follows:

- In your browser, enter the following address:

  http://www.blackboard.com/Platforms/Collaborate/Services/On-Demand-Learning-Center.aspx

- From within Blackboard Collaborate Web Conferencing, select *Additional Documentation* from the Help menu.

You can directly open the following documents from within Blackboard Collaborate Web Conferencing by selecting them from the Help menu:

- Keyboard Shortcuts
- Accessibility Guide for Moderators
- Blackboard Collaborate Essentials for Moderators

Technical Support

Blackboard Collaborate technical support and the support Knowledge Base are available through the Support Portal:

http://support.blackboardcollaborate.com

Community

We encourage Blackboard Collaborate users of all levels to join our Collaborati User's Group (https://www.coursesites.com/s/_Collaborati), a community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs.

Blackboard Collaborate Product Feedback

Blackboard Collaborate welcomes your comments and suggestions. If you have an idea for a new feature or enhancement, or would like to send other feedback, please send an email to BBCollaborateFeedback@blackboard.com.

Your feedback will be sent directly to our Product Management Team.

Conventions Used in this Guide

Variables

There are a few places in Blackboard Collaborate Web Conferencing that are populated with data specific to the session. Because we do not know in advance what those data (e.g., words or names) will be, in this guide they are represented by variables enclosed in angle brackets. For example, the variable <Panel Name> is used in the discussion of Restoring Default Preference Settings to represent the name of the currently selected panel.

Notes

Six types of notes may be used in this guide to highlight information:

Note: Notes are used to highlight important information or to present asides relevant to the topic at hand.

Tip: Tips provide helpful information on how to most effectively use a particular feature of the product.

Caution: Cautions alert you to potentially confusing terminology or difficulties that may occur when using the product.

Warning: Warnings alert you to potentially serious problems.

Notes of this format are used to highlight Linux-specific information.

Notes of this format are used to highlight Mac-specific information.

Notes of this format are used to highlight information specific to mobile devices (mobile phones and tablets).

Typographical Conventions

Convention	Description
1. Number	Indicates a step in a task.
○ Hollow bullets	Indicates that there are several options available for completing a task, but only one is necessary.
Bold	Represents clickable elements in the user interface (e.g., text links, buttons, tabs, etc.). Also used to give emphasis to words.
Italics	Represents menu items, options and parameters. Also used for cross references and names of documents.
`Monospace`	Indicates pathnames, filenames, folders and command lines.
`<brackets>`	Indicates variables.

Operating System Differences

This guide is written for Blackboard Collaborate Web Conferencing users on all supported operating systems: Windows, Mac OS X, and Linux.

Keystrokes and Mouse Clicks

The same keystrokes and mouse clicks are used on Windows and Linux platforms. Those used on Mac OS X are different. This guide gives instructions for users of all supported operating systems. The Windows/Linux keystrokes or mouse clicks are given first, followed by those for Mac OS X (in parentheses):

Mouse Click Example

Select the object and then right-click (Control-Click on Mac) anywhere on the Whiteboard to display the context menu.

Keystroke Example

Select the object(s) in the Whiteboard or in the Object Explorer and then enter Ctrl+X (Command-X on Mac) to cut the object(s).

Screen Captures

Most screen captures shown in this guide were taken in a Windows environment. If you are running Blackboard Collaborate Web Conferencing on a Mac OS X or Linux platform, the appearance of windows, dialog boxes, etc. will differ slightly from those shown in this guide.

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Chapter 2

Getting Started

There are a few things you should do before you moderate a session:

1. Ensure your computer meets the minimum system requirements recommended for running a Blackboard Collaborate Web Conferencing session on your computer. See *Minimum Client System Requirements* on page 8.
2. Launch into a private Blackboard Collaborate Web Conferencing session where you can familiarize yourself with the Whiteboard tools or create or review presentations and/or quizzes prior to joining your scheduled session. (For instructions on launching a private session, see the *Moderator's Guide*.)
3. Join a Blackboard Collaborate Web Conferencing session. You may join a session either through an email link sent to you by your organization or via a link on a web page. The method by which you join a session will vary depending on your organization. See *Joining a Blackboard Collaborate Web Conferencing Session* on page 8.
4. Once you have successfully launched into a Blackboard Collaborate Web Conferencing session, run the Audio Setup Wizard (see *Using the Audio Setup Wizard* on page 80) and set your proxy settings (see *Setting Your Proxy Configuration* on next page).

Minimum Client System Requirements

Before you can get started in a Blackboard Collaborate Web Conferencing session, you should ensure that your computer is able to support the needs of the collaboration environment.

Tip: For Linux and Mac OS X 10.4 and earlier users, we strongly recommend that you use a headset (or at least headphones or an echo canceling microphone) rather than speakers when using simultaneous talkers. This will eliminate potential echoing and feedback and improve your audio experience.

Please read the minimum system requirements listed on the Support website:

support.blackboardcollaborate.com/ics/support/default.asp?deptID=8336&task=knowledge&questionID=2314

Joining a Blackboard Collaborate Web Conferencing Session

How you join a Blackboard Collaborate Web Conferencing session varies depending on the organization hosting the Blackboard Collaborate Web Conferencing session. Follow the instructions provided by the organization hosting your session.

Your System Administrator should provide you with the following information:

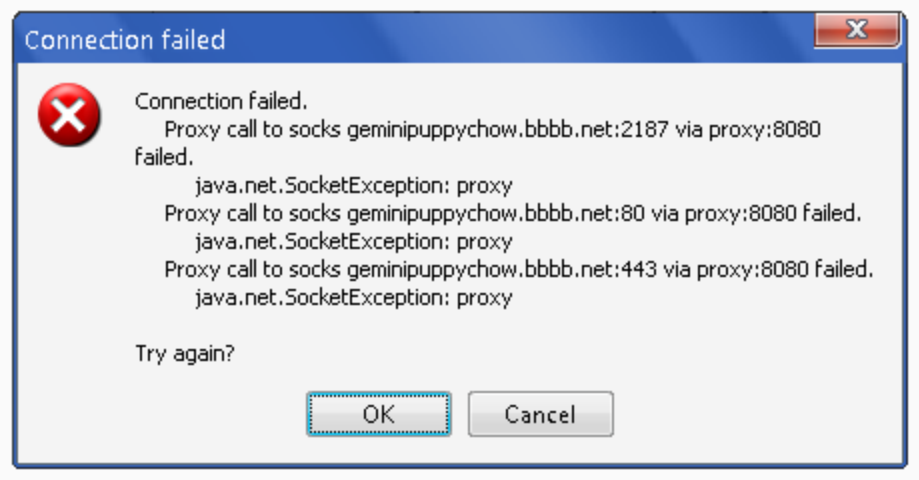
- How to access your Blackboard Collaborate Web Conferencing sessions.
- Your username and password (if applicable).
- How to access your recordings.
- Who to contact for help and where to access the user guides and other resource material for your system.

Setting Your Proxy Configuration

If you are connecting through an Internet firewall, which is set up to block both outbound and inbound connections and web browsing that is done through an HTTP or HTTPS proxy server, you may have to change the Proxy Settings preference in Blackboard Collaborate Web Conferencing

By default, Blackboard Collaborate inherits the same proxy settings as the browser it was launched through. If Blackboard Collaborate is unable to automatically detect the proxy settings it will be unable to connect to the Session. In this case, you may be able to start Blackboard Collaborate Web Conferencing but not be able to join a session.

If Blackboard Collaborate encounters a proxy configuration error, it will return a Connection failed error message similar to the one below.



If this happens, you may have to change your Proxy Settings to enable Blackboard Collaborate Web Conferencing to communicate with your proxy server.

> **Note:** Ask your System Administrator to provide you with the necessary proxy server information.

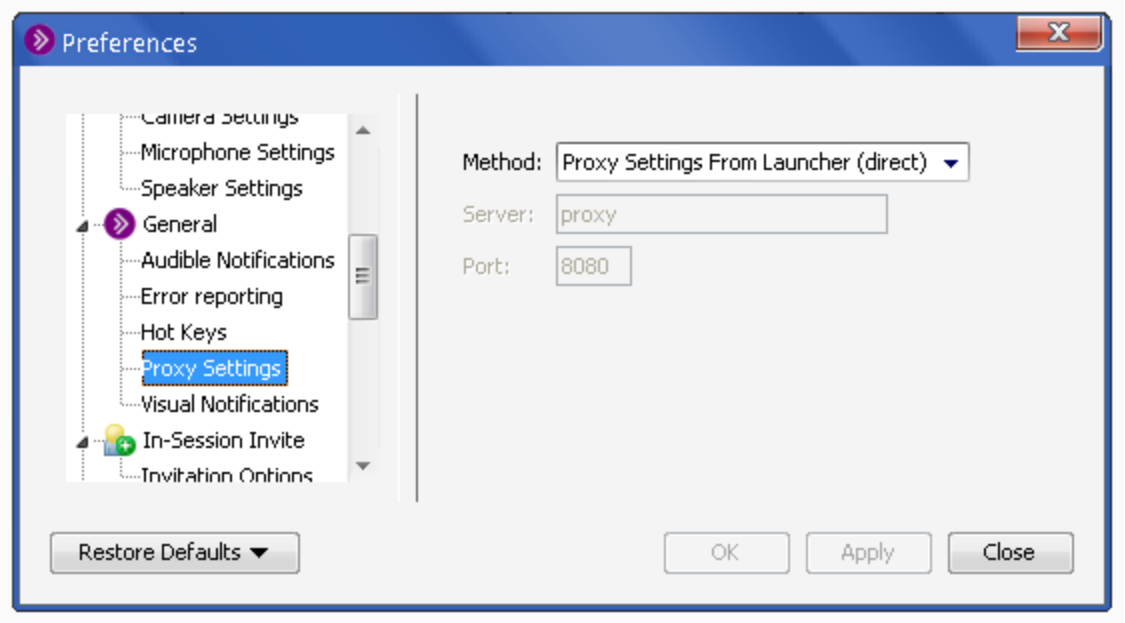
To Configure your Proxy Settings in the Preferences:

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Proxy Settings* under *General*. The Proxy Settings preferences panel appears.



3. Select the desired *Method* option from the Method drop-down list. The choices are the following:
   - *Proxy Settings From Launcher (<proxy setting>)* – Blackboard Collaborate uses the connection settings from Java Web Start. If manual proxy settings are not provided to Java Web Start, it will attempt to detect these settings on its own and then pass the results to Blackboard Collaborate This is the default proxy setting and should be changed only if you are unable to establish a reliable connection.

     Note: <proxy setting> will be whichever type of proxy setting is detected by the launcher.

   - *Direct Connection* – Specifies that no proxy server is to be used. Blackboard Collaborate Web Conferencing will connect directly to the appropriate server.
   - *SOCKS V4/V5 Proxy Server* – Specifies that a version 4 SOCKS proxy server is to be used.
   - *HTTPS Proxy Server* – Specifies that a secure HTTPS proxy server is to be used.
   - *HTTP Proxy Server* – Specifies that an HTTP proxy server is to be used.
   - *HTTP Proxy Server (Half-Duplex)* – Specifies that an HTTP proxy server is to be used in reduced bandwidth half duplex mode. Use this option only if you have an HTTP proxy server and you are unable to establish a reliable connection with the previous setting.

- *HTTP Direct* – Specifies that Blackboard Collaborate Web Conferencing is to connect directly to the server with the HTTP protocol. While this is similar to a direct connection, the use of the HTTP protocol may reduce performance and should be used only if a normal direct connection is not possible.
- *HTTP Direct (Half-Duplex)* – Specifies that Blackboard Collaborate Web Conferencing is to connect directly to the server with the HTTP protocol in a reduced bandwidth half duplex mode. Use this option only if you require an HTTP direct connection and are unable to establish a reliable connection with the previous setting.

4. Enter your proxy server IP address in the *Server* field and enter your proxy serverport number in the *Port* field. (You may have to ask your System Administrator to provide you with this information.)

> **Note:** For more information on proxy configuration, visit the Knowledge Base (http://support.blackboardcollaborate.com) and search for "proxy".

5. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

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Chapter 3

The Blackboard Collaborate Web Conferencing Room

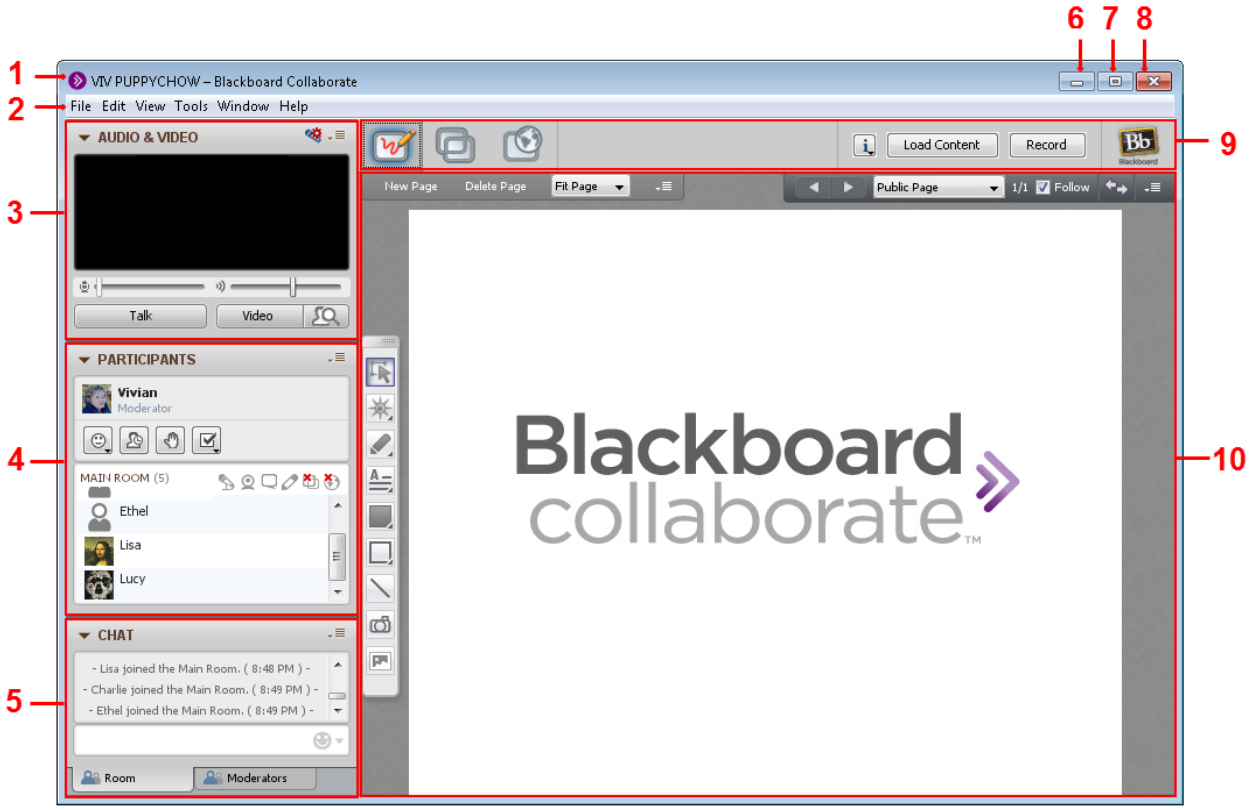
The Blackboard Collaborate Web Conferencing room consists of six main components:

> **Note:** For mobile device users, the Web Conferencing room will not be exactly as described in this chapter. For a discussion of attending sessions on mobile devices, see the Mobile User's Guide: http://www.blackboard.com/docs/documentation.htm?DocID=611027PDF

- The **Menu bar** contains the File, Edit, View, Tools, Windows and Help menus.
- The **Audio & Video panel** enables you to participate in conversations either using a microphone and speakers (or headset) or via a teleconference. You also can transmit and receive Video during the session and preview your video before transmitting it.
- The **Participants panel** provides a list of all Participants and Moderators in the session and information about their current activities, such as talking (Audio), transmitting Video, sending a Chat message, using the Whiteboard drawing tools and conducting an Application Sharing session.

  Above the Participants list is a small toolbar containing buttons for raising your hand and stepping away from the session and menus for selecting polling responses and feedback options.

- The **Chat panel** enables you to send Chat messages to everyone in the room or to Moderators only. By selecting names in the Participants list, you can send private Chat messages to individuals. Messages can be printed and saved to track session communication.
- The **Collaboration toolbar** contains three buttons for switching between the three content modes (Whiteboard, Application Sharing and Web Tour), an Information menu for obtaining session information (e.g., connection type) and starting the Timer, a Load Content button for loading content into the session and the Record button.
- The **Content area** is the main presentation window. Moderators use this region to load presentations. Everyone can use the tools on the Whiteboard to draw or write. All the objects and images on the Whiteboard are dynamic and can be modified. Everyone can print the Whiteboard pages or save them to a file to review later (unless the Whiteboard has been protected).



1	Title bar	6	Minimize button
2	Menu bar	7	Maximize button
3	Audio & Video panel	8	Close button
4	Participants panel	9	Collaboration toolbar
5	Chat panel	10	Content area

This chapter describes the Blackboard Collaborate menus, Collaboration toolbar and Content area modes, and discusses how to exit the session. The Audio & Video, Participants, Chat and Audio, panels and the three content modes (the Whiteboard, Application Sharing and Web Tour) are described in detail in their respective chapters.

Note: The terms Moderator and Participant are the default terms used in the user interface. However, your system administrator may redefine these terms, so various elements in the user interface may be different in your user interface than what is documented in this guide. For example, if the administrator changes "Moderator" to "Instructor", the command "Give Moderator Privileges" will be "Give Instructor Privileges" in your user interface.

The Content Area Modes

The content area on the right side of your Blackboard Collaborate Web Conferencing interface, enables you to exchange information and ideas with others through three different features:

- the Whiteboard, for sharing presentations and drawings;
- Application Sharing, for sharing individual applications or your entire desktop; and
- Web Tour, for sharing web pages.

These features share space in the content area, with each representing a "mode" in the content area, so you will be able to see the content of only one mode at a time. The Whiteboard content is persistent so will be there when you move to another mode and then return to the Whiteboard. Application Sharing content is persistent but you need to Resume Sharing when you return to Application Sharing in order to see it. Web Tour content will always have to be reloaded (URL entered again) when you switch modes and return to Web Tour.

Only certain users can switch between modes:

- Moderators can switch between all modes.
- Participants with Application Sharing permission can switch to Application Sharing mode and back to Whiteboard mode.
- Participants with Web Tour permission can switch to Web Tour mode and back to Whiteboard mode.

Note: Participants who have Whiteboard permission but not Application Sharing or Web Tour permission are not able to switch to Whiteboard mode from either of the other two modes. This safeguards against Participants switching modes during someone else's Web Tour or Application Sharing presentation.

When someone switches modes, everyone in the session will follow them to the new mode.

> **Caution:** Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

To switch modes, do one of the following:

- Click on the button in the Collaboration toolbar associated with the desired mode.
- Select the desired mode from the View menu.
- Use the keyboard shortcut associated with the desired mode:
  - Whiteboard mode: Ctrl+Alt+W (Command-Option-W on Mac)
  - Application Sharing mode: Ctrl+Alt+A (Command-Option-S on Mac)
  - Web Tour mode: Ctrl+Alt+U (Command-Option-U on Mac)

You can easily see which mode is selected by noting which button in the Collaboration toolbar is colored. In the Collaboration toolbar below, the current mode is Whiteboard mode.

1 Whiteboard mode button
2 Application Sharing mode button
3 Web Tour mode button

The Menus

Most of the functionality of Blackboard Collaborate Web Conferencing can be accessed through the menus. In addition to selecting menu options with your mouse, you can use mnemonics and, for some functions, keyboard shortcuts.

Menus in the Main Menu Bar

The following menus are available in Blackboard Collaborate in the main menu bar:

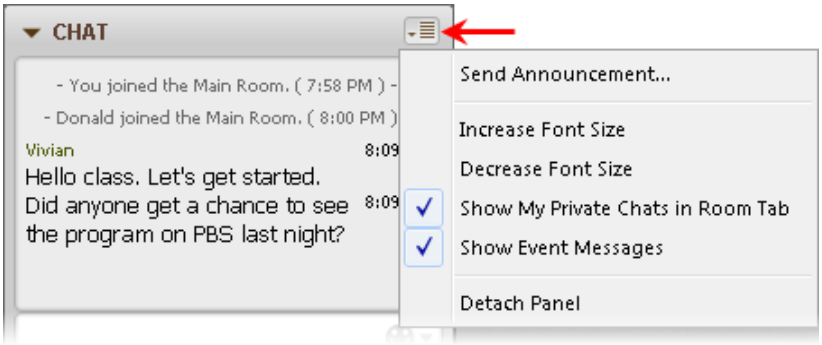
- **File menu:** Contains file-related commands (New, Open, Save and Print) for Whiteboard files, Multimedia files, files for transfer, quizzes, session plans, Chat conversations and the Participants list. It is also where you will find the Exit command for closing Blackboard Collaborate Web Conferencing.
- **Edit menu:** Contains standard editing commands (Cut, Copy, Paste and Select All) and enables you to open the Preferences dialog.

- **View menu:** Contains commands for changing your window layout and changing content modes (Whiteboard, Application Sharing and Web Tour).
- **Tools menu:** Contains sub-menus for using the various tools in Blackboard Collaborate: Application Sharing, Audio, Breakout Rooms, Chat, Graphing Calculator, In-Session Invite, Interaction, Moderator, Polling, Profile, Recorder, Session Plan, Telephony, Timer, Video and Whiteboard.
- **Window menu:** Enables you to open the following windows: Activity, Session Plan, Graphing Calculator, Closed-Captioning, Quiz Manager, Notes, Multimedia Library and File Transfer Library.
- **Help menu:** Gives you access to documentation (a table of Keyboard Shortcuts, the Accessibility Guide, the Blackboard Collaborate Essentials Guide and the On-Demand Learning Center web site), provides diagnostic tools (that Support personnel may ask you to use to help troubleshoot an issue), enables you to leave the session without closing the application (and then rejoin it) and provides general information about the Blackboard Collaborate Web Conferencing software.

Drop-Down Menus

In addition to the menus in the main menu bar, Blackboard Collaborate has a number of drop-down menus throughout the interface. Two types of drop-down menus are noteworthy:

- **Options menus:** Most of the main modules in the interface have their own Options menus to give you quick access to commands specific to those modules. (These commands also can be found in the main menus.)



To open an Options menu, either click on it with your mouse or use the keyboard shortcut Ctrl+Shift+O (Command-Shift-O on Mac).

Tip: The keyboard shortcut will open the Options menu of whichever module currently has keyboard focus. Be sure to move focus to the desired module before using the keyboard shortcut.

- **Participant interaction menus:** There are two menus in the Participants panel that enable you to enter your feedback and responses in the Participants list: the Feedback menu (see *Entering Feedback* on page 38) and Polling Response menu (see*Polling* on page 41). By default, whatever you select from one of these menus will be displayed in the Participants list (next to your name) for everyone to see. (A Moderator may turn off the display of polling responses.)

> **Tip:** You do not need to click on these menus to open them. They will open up automatically when you hover your mouse over them.

Loading Content through the Collaboration Toolbar

The Collaboration toolbar enables you to load any type of file into Blackboard Collaborate Web Conferencing. If the file is of a type used by one of the modules listed below, it will be loaded into that module:

- Whiteboard (.wbd and .wbp) files will be loaded into the Whiteboard.
- PowerPoint (.ppt and .pptx) files will be loaded into the Whiteboard.
- OpenOffice.org (.ppt, .pptx, .sxi and .odp) files will be loaded into the Whiteboard.
- Image (.bmp, .gif, .jpg, .jpeg and .png) files will be loaded into the Whiteboard.
- Quiz (.vcq) files will be loaded into the Quiz Manager.
- Session Plan (.elp and .elpx) files will be loaded into the Session Plan Library.
- Notes (.eln) files will be loaded into the Notes window.
- Multimedia (.mp3, .wmv, .mpeg, .mpeg4, QuickTime and Flash) files will be loaded into the Multimedia Library.

If the file type is not associated with a module, it will be loaded into the File Transfer Library, which supports all file types. (The number of files you can load is dependent upon the size of the files. The default total file size is 10 Megabytes.)

> **Tip:** If you want to load a module-specific file type into the File Transfer Library rather than into its associated module, in the *File* menu, select *Open* and then *File for Transfer*.

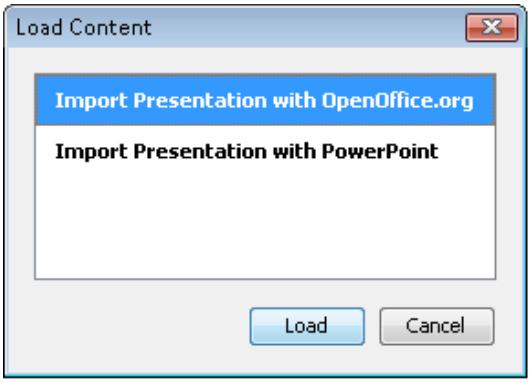
To load a file using the Collaboration toolbar, do the following:

1. (For Whiteboard content only) Move to the page you want to be the "current page" referenced by the *Page Insertion Location* preference. This option lets you insert the new Whiteboard content before or after the current page or replace the current page. (For details, see *Setting Whiteboard Preferences* on page 103.)

2. Add your content file in one of the following ways:
   - Click on the Load Button in the Collaboration toolbar. The Load File dialog will open. Select the desired file and click **Open**.

   - Drag and drop the desired file onto the Collaboration toolbar. You will see a dashed box added to your cursor as you drop the file.

3. (For .ppt and .pptx files only) You will be prompted to to select the converter you want to use to import the presentation file into the Whiteboard file (OpenOffice.org converter or PowerPoint converter) and click on **Load**.



   The converter will open, showing you the progress of the conversion.

The module into which the file is being loaded will open (e.g, if loading an .mpeg file, the Multimedia Library will open), giving you immediate access to your file.

Note: For more information about what happens when you load content into the Whiteboard, see *Loading Content through the Load File Dialog* on page 94.

Closing the Application

To close the Blackboard Collaborate Web Conferencing application, do one of the following:

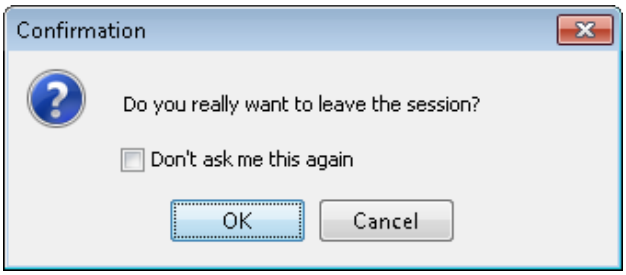
- From the *File* menu, select *Exit* (Windows and Linux) or from the Blackboard Collaborate Web Conferencing menu, select *Quit* (Mac OS X).
- Click on the window's **Close** button.
- Enter Ctrl+Q (Command-Q on Mac)
- Enter Alt+F4 (Windows and Linux only)

By default, a confirmation dialog will prompt you to confirm whether or not you want to leave the session. For instructions on how to hide this dialog in the future, see *The Confirmation Dialog*.

Note: When you leave a session, you may be directed to a web page defined by the session creator. Your default web browser will launch automatically.

The Confirmation Dialog

By default, you will be prompted to confirm whether or not you want to leave the session. Click on **OK** to leave the session or **Cancel** to stay in the session.



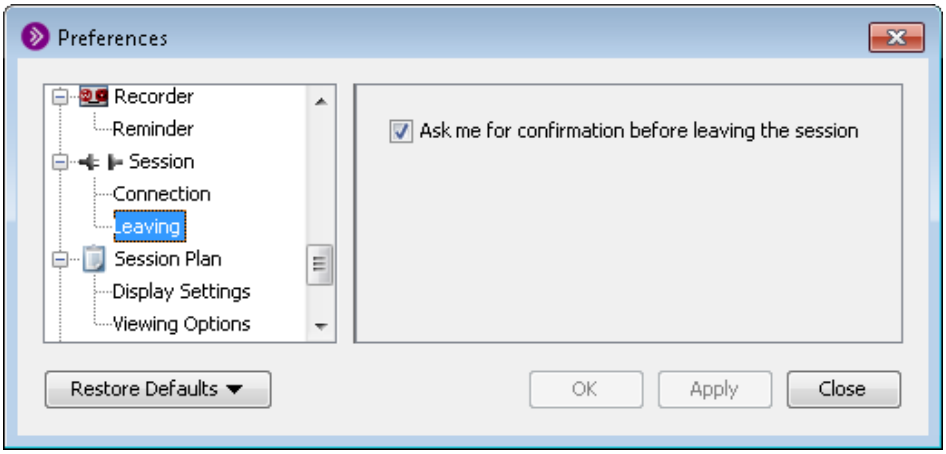
To turn this confirmation off for future sessions, select the option *Don't remind me again* and click on **OK**. You can turn the reminder back on for future session, using the Preferences dialog:

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select Leaving under Session. The Session Leaving preferences panel appears.



3. Unselect the option *Ask for confirmation before leaving a session*.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

Blackboard collaborate

Chapter 4

Attending Sessions on Mobile Devices

Important Note: Do not attempt to moderate a session from a mobile device. **Moderator-only functions (such as loading content and session permissions) are not supported on mobile devices.** Moderators should join the session from a desktop or laptop computer.

Note: Accessing and participating in web conferencing sessions on mobile devices is not supported for all users. Contact your Blackboard Collaborate system administrator for details.

The following Blackboard Collaborate Web Conferencing functionality is supported on mobile devices (mobile phones and tablets):

- use Audio to communicate
- interact with others via the Participants panel
  - use Raised Hand and Stepped Away indicators
  - enter polling responses
  - see who is in your current room (either Main room or Breakout Room)
- enter and read Chat messages

- view Application Sharing
- view Whiteboard
- attend Breakout Rooms

Note: For a discussion of attending sessions on mobile devices, see the Mobile User's Guide: http://www.blackboard.com/docs/documentation.htm?DocID=611027PDF

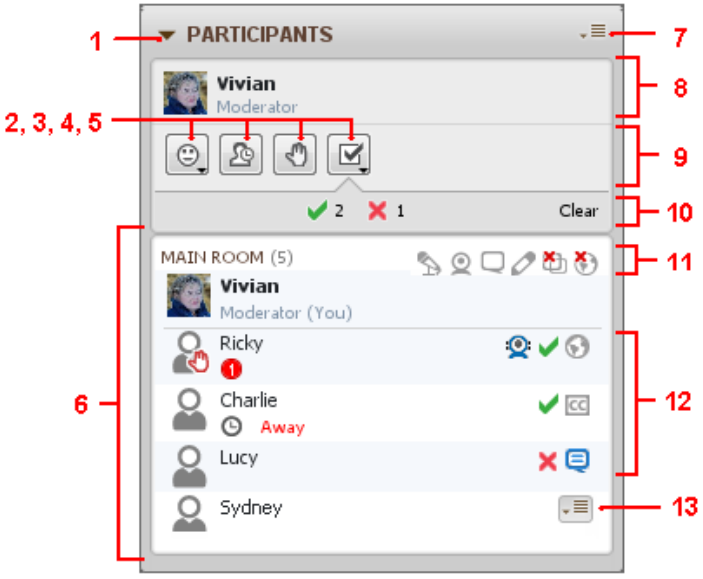
Chapter 5

The Participants Panel

You can think of the Participants panel as your "control center" for conducting a session. It is from here that you manage Participants by granting and revoking their permissions, inviting or removing Participants to or from the session, sending them to breakout rooms, and getting their input through polling. The Participants panel is also the place where you and other Participants can view user profiles and activity indicators. A complete list of Moderator and Participant capabilities is provided in the table in this section.

Note: Not all features of the Participants panel are supported on mobile devices, including the Participant management functions. Log in to the session from a desktop or laptop computer if you want to moderate a session. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Participants panel has the following components:



1	Expand/Collapse button	8	Status area
2	Feedback menu	9	Toolbar
3	Step Away button	10	Polling response bar
4	Raise Hand button	11	Permission indicators
5	Polling Response menu	12	Activity indicators
6	Participants list	13	Participant options menu
7	Global options menu		

Your name appears at the top of the Participants panel in the Status area as well as in the Participants list below it. In both places you will see information about your permissions (see *Understanding Permissions* on the facing page), your current activity (see *Status Indicators* on page 40) and your profile (see *Editing Your User Profile* on page 47). In the Participants list, all the Moderators in the session are displayed in alphabetical order at the top of the list (above the horizontal rule), followed by all the Participants, who are also listed in alphabetical order.

As a Moderator, you can use all the available Participant panel features. Participants can use only a subset of the features. In the following table, checkmarks indicate which functions can be used by Moderators and which can be used by Participants.

Feature	Moderators	Participants
Send a private Chat message	✓	✓
Save the Participants list	✓	✓
Print the Participants list	✓	✓
See who has joined the session and what permissions they have	✓	✓
See who is currently using a feature (activity lights)	✓	✓
See if any Participants are experiencing delays in receiving the Whiteboard content, Audio, Application Sharing or Video (status indicators)	✓	✓
Interact with others by entering and viewing polling responses, using the emotion indicators and raising your hand	✓	✓
Edit your own profile	✓	✓
View a user's profile	✓	✓
Remove a Participant from the session	✓	
Give or take away Moderator privileges	✓	
Grant or take away a Participant's permission to use a feature	✓	
Invite someone to be a Participant in the session	✓	
Conduct a poll	✓	

Understanding Permissions

As a Moderator, you are automatically given all permissions. The global permissions given to Participants are established when the session is initially created and configured. If permissions are turned on during session configuration, Participants can use all the Blackboard Collaborate Web Conferencing features except Application Sharing, Web Tour and Closed Captioning. If permissions are turned off during session configuration, Participants will only be able to use the buttons in the toolbar (emoticons, raise hand, etc.), view profiles and send Moderators private Chat messages.

An individual's permissions are displayed next to their name in the Participants list (see *Permission Indicators in the Participants List* on page 29). The Global permissions are displayed at the top of the Participants list:

You can grant additional permissions to all Participants at once using the Global options menu (or the Global permission icons at the top of the Participants list) or to individual Participants using their Participant Options menus (see *Granting and Revoking Permissions to and from Participants* on page 30).

Note: Global permissions apply to Breakout Rooms as well as the Main room.

There also may be times you want to revoke the permissions of Participants, such as when you want to focus everyone's full attention on what you are presenting or when Participants are abusing their privileges.

The following table shows the icons associated with each permission and describes what the permissions entail.

Icon	Permissions
	The Audio permission allows Participants to talk in the session. If the permission is not granted, they can still listen to others.
	The Video permission allows Participants to transmit video in the session. If the permission is not granted, they can still preview their own video and view the video transmissions of others.
	The Chat permission allows Participants to enter chat messages in the session. If the permission is not granted, they can still send private chat messages to Moderators and read the Chat messages of others.
	The Whiteboard permission allows Participants to use the drawing tools in the Whiteboard. It doesn't allow them to load content (e.g., presentations) into the Whiteboard, which requires Moderator privileges (see *Granting Participants the Moderator Privilege* on page 32), nor to switch to Whiteboard mode from another mode (see *The Content Area Modes* on page 15). Neither does it allow them to navigate between pages in the Main room, which requires the Moderator to turn off the Follow option (see the *Moderator's Guide*). If the permission is not granted, Participants can still view the Whiteboard content entered by Moderators.
	The Application Sharing permission allows Participants to host an Application Sharing session, including switching to Application Sharing mode (see *The Content Area Modes* on page 15) and back to the Whiteboard. It also enables them to request remote control of anyone's Application Sharing session or the desktop of Moderators or other Participants who also have the Application Sharing permission; in both cases, the request can be denied by the host. If the Application Sharing permission is not granted, Participants can still view others' shared applications or desktops.

Icon	Permissions
	The Web Tour permission allows Participants to host Web Tours and Web Pushes, including switching to Web Tour mode (see *The Content Area Modes* on page 15) and back to the Whiteboard. If the Web Tour permission is not granted, Participants can still view others' Web Tours.
	The Closed-Captioning permission allows Participants to enter text into the Closed-Captioning window. If this permission is not granted, Participants can still read the Closed-Captioning text of others. (Note: this permission can be set only from the Participant option menu – i.e, it cannot be set globally for all Participants.)

Note: For further, feature-specific, information on permissions, please refer to the chapters dedicated to the specific features.

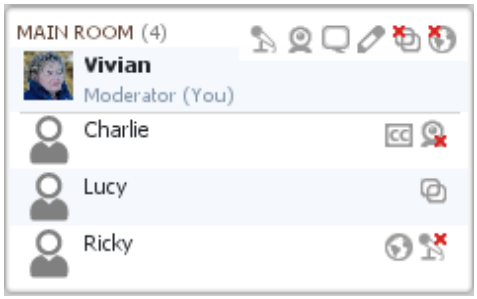
Permission Indicators in the Participants List

Only those individual permissions (granted or revoked) that represent exceptions to the global permissions are displayed in the Participants list.

Note: You can view all your permissions – not just the exceptions – in your Participants panel Status Area. See *Viewing all of your Permissions* on next page.

When you revoke a Participant or Moderator's permission to use a globally permitted feature, the icon representing that feature is stamped with a red X and appears next to their name in the Participants list.

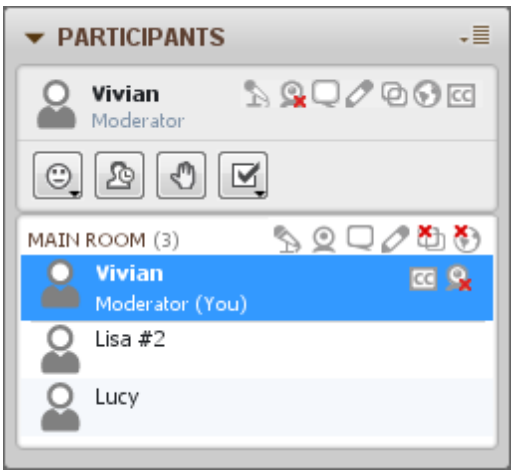
In the example below, the global permissions (shown to the right of the room name) are set to the default (permission to use Audio, Video, Chat and Whiteboard but not Application Sharing and Web Tour) and the exceptions to these are indicated by the icons next to the session attendee names in the Participants list.



- The Moderator has granted Charlie the Closed-Captioning permission and revoked his permission to transmit video .
- Lucy has been granted the Application Sharing permission.
- Ricky has been granted the Web Tour permission and his Audio permission has been revoked: .

Viewing all of your Permissions

If you would like to see a complete list of all your permissions, not just the exceptions to the global permissions, select *Show My Permissions* from the Global Options menu of the Participants panel. Your permissions will be displayed in the Status area at the top of the Particpants panel. (Your activity and status indictors are also displayed in the Status area.)



Note: All the individual permissions (granted or revoked) that represent exceptions to the global permissions are still displayed in the Participants list.

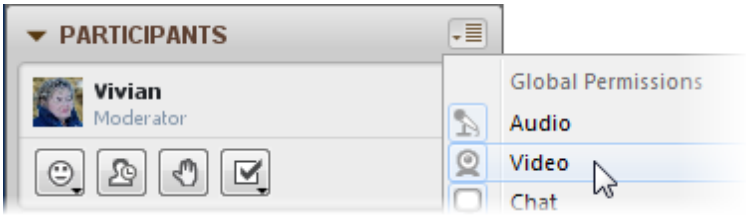
Granting and Revoking Permissions to and from Participants

Global Permissions

The Global permissions are displayed at the top of the Participants list. The example below shows the default global permissions.

To grant or revoke permissions to or from all Participants at once, change the Global permissions in one of the following ways:

- Select or deselect the desired permission in the Global Options menu.

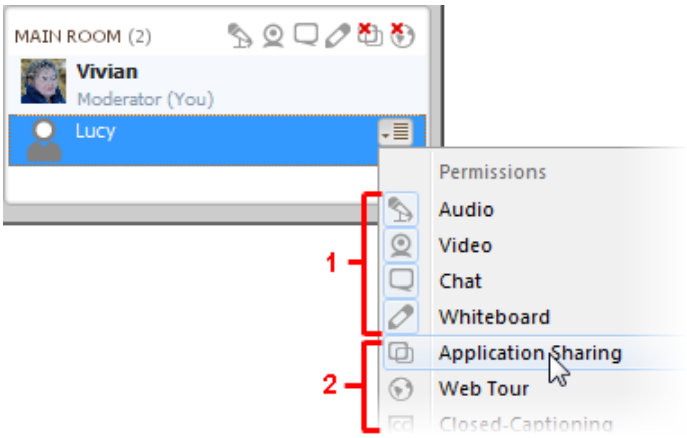


- Click on the icon of the desired permission at the top of the Participants list.

Note: Any changes you make to the Global permissions will not affect Moderators.

Individual Permissions

To grant or revoke permissions to or from individual Participants or Moderators, select or deselect the desired permissions in the individual's Participant Options menu. Depending on your operating system, a permission that is on will have a faint box around it or checkmark on its icon. In the example below, the Moderator is granting Lucy the Application Sharing permission.



1 Permissions that are "on"

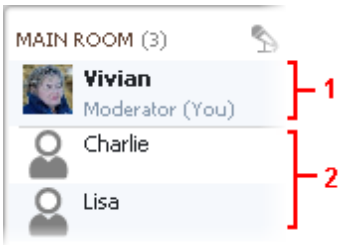
2 Permissions that are "off"

Note: When all Moderators have left the session, individual permissions set by a Moderator will be reversed (will go back to their defaults) and the current set of global permissions will remain as is.

Granting Participants the Moderator Privilege

You can give Moderator privileges to one or more Participants at any time during your session while still maintaining your own Moderator status. Once you give Participants Moderator privileges, they will have the same access to features that you do, including the ability to grant Moderator privileges to other Participants. The only thing they will not be able to do is remove the Moderator privilege from the Moderator of Record (the person who was given Moderator privileges in the session scheduling application).

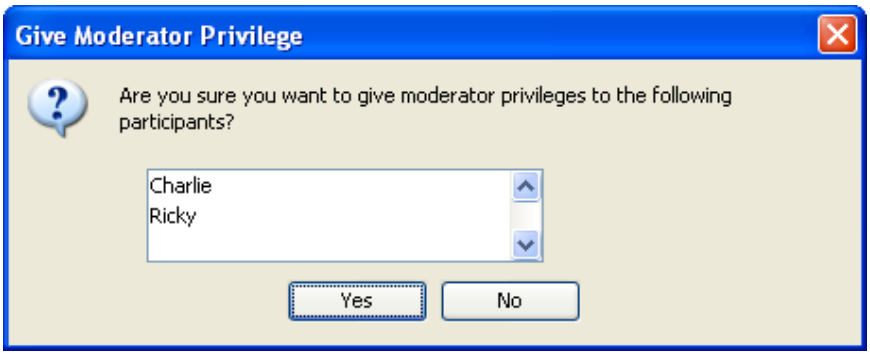
Moderators appear at the top of the Participants list and Participants appear at the bottom:



1 Moderator section

2 Participant section

1. Select a single or multiple Participants in the Participants list.
2. Do one of the following:
   - Drag and drop the selected Participant(s) to the Moderator section at the top of the Participants list.
   - Right-click (Control-Click on Mac) on the selected Participants to open the Participants Option menu and select *Give Moderator Privileges*. Alternatively, from the *Tools* menu select *Moderator* followed by *Give Moderator Privilege*.
3. The Give Moderator Privilege confirmation dialog opens. Click **Yes** to give the selected Participants the Moderator privilege.



The Participants will receive a confirmation message indicating that they are now a Moderator and the Participants list is updated for everyone in the class to see the change in status

If any Moderator exits or is disconnected from the session, the remaining Moderators can continue. The Moderator who was disconnected can rejoin the session at any time. If all the Moderators exit or are disconnected, leaving the session without a Moderator, all Participant permissions may be removed depending on your session configuration. To re-establish a Moderator, the original Moderator of Record must re-connect to the session.

Revoking Moderator Privilege

You can revoke Moderator privileges from a Participant you or another Moderator promoted earlier.

1. Select a single or multiple Moderators in the Participants list.
2. Do one of the following:
    - Drag and drop the selected Moderator(s) to the Participants section at the bottom of the Participants list.
    - Right-click (Control-Click on Mac) on the selected Moderators to open their Participants Option menu and select *Take Away Moderator Privileges*. Alternatively, from the *Tools* menu select *Moderator* followed by *Take Away Moderator Privileges* .

The Moderator becomes a Participant and the Participants list updates to reflect this change in status.

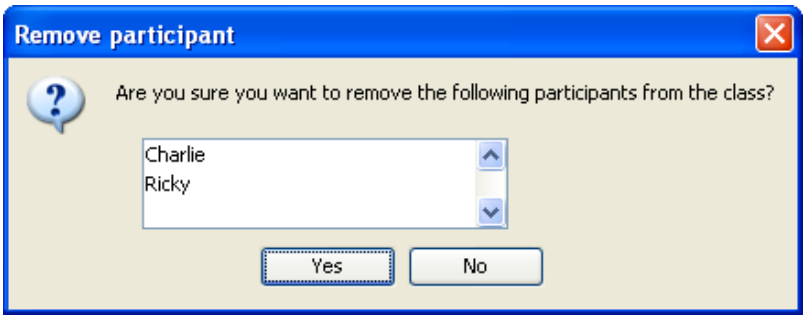
> **Note:** When you remove the Moderator privilege from Participants, they will retain any permissions you had granted them before they became Moderators.

Removing Participants

To remove one or more Participants from the session, do the following:

1. Click on a single Participant's name or highlight multiple Participants in the Participants list.

2. Right-click (Control-Click on Mac) on the selected Participants to open the Participants Option menu and select *Remove Participant*. Alternatively, from the *Tools* menu, select *Moderator* followed by *Remove Participant*. The Remove Participant dialog appears.



3. Click **Yes** to remove the Participant(s) from the Blackboard Collaborate Web Conferencing session.

The Participant is disconnected from the session immediately.

Participants can still save or print the Whiteboard after being disconnected, unless you have protected the Whiteboard content. If you have locked the room (see *Locking the Session* below), then the Participant will not be able to reconnect. If the room has been left open, then the Participant may reconnect.

Locking the Session

During your session, you are able to lock the room to prevent any new Participants from joining. If any of the Participants that were in the session at the time you locked it are disconnected, they will still be permitted to re-enter.

By default the session will remain open for Participants to join at any time.

To lock the session, do the following:

1. From the *Tools* menu, select *Moderator*.
2. De-select *Allow New Participants to Enter Session*.

To unlock the session, re-select *Allow New Participants to Enter Session*.

Note: If you locked the session and then removed a Participant from the session, the banished Participant will not be able to rejoin.

Knowing When Someone has Joined or Left a Session

There are five ways to tell when someone has joined or left a session:

- The person's name will appear in the Participants list when they join the session and will be removed when they leave the session.
- An Audible Notification may be played when someone joins or leaves a session.
- A Visual Notification may be displayed when someone joins a session.
- A message will be displayed in the Chat conversation area.
- A message may be displayed in the Activity Window.

Raising and Lowering Your Hand

Moderators and Participants can raise their hands at any time during the session. The Participants list will indicate who has raised their hand and in what order. When a Participant raises their hand, their name goes to the top of the participant list, just under the Moderators.

There are two ways to raise your hand:

- **Participants panel**

  Click the button.

- **Keyboard shortcut**

  Enter Ctrl+R (Command-R on Mac).

There are three ways to lower your hand:

- **Participants panel**

  Click the button.

- **Participant Options menu**

  Select *Lower Hand*.

- **Keyboard Shortcut**

  Enter Ctrl+R (Command-R on Mac).

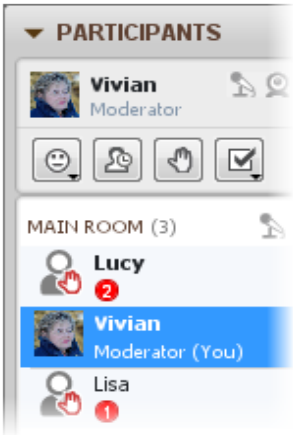
Lowering Other Participants' Hands

As a Moderator, you can lower other people's hands. To lower an individual's hand, open that user's Participant's Options menu and select *Lower Hand*. To lower everyone's hands at once, open the Global Participants Options menu and select *Lower All Hands*.

Raised Hand Notification

Each time someone raises their hand, you may be notified in one or both of the following ways:

- A red hand icon will appear over the profile picture (or avatar) of the person who raised their hand. A number will appear under their name indicating where they are in the queue of those who have raised their hands (the order in which hands were raised).
- An Audible Notification may be played. You can configure your Audible Notification preferences to play one sound when you raise your own hand and another when someone else raises theirs – or you can turn the sound off altogether.



Automatically Raise Hand upon Entering a Session

As the Moderator, you may wish to be notified when anyone enters the session. The Auto Raise Hand feature is used for this purpose: when anyone joins the session his or her hand will automatically be raised.

You can turn this feature on by opening the *Tools* menu followed by the *Interaction* menu and checking the option *Raise Hand upon Entering*. To turn the feature off, uncheck the same option.

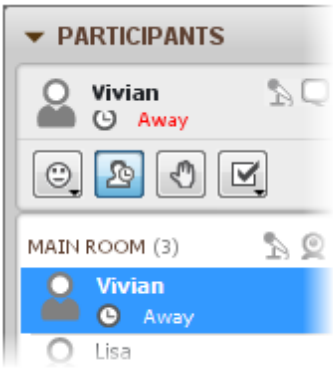
Stepping Away

The Step Away feature enables you to indicate to the others in the session that you are temporarily unavailable. You are still connected to the session and can see and hear everything that is going on – others just won't expect you to be available for interaction.

There are three ways to show that you have stepped away:

- Click on the button in the Participants panel.
- From the *Tools* menu, select *Interaction* and then select *Step Away*.
- Enter Ctrl+Shift+A (Shift-Command-A on Mac).

The Step Away indicator (clock icon and the word "Away") will appear next to your name in the Participants list for everyone to see. You will also see the indicator next to your name in the Status area (top) of the Participants panel.



Stepping Back

There are three ways to show that you have stepped back into the session:

- Click on the button in the Participants panel.
- From the *Tools* menu, select *Interaction* and then unselect *Step Away*.
- Press Ctrl+Shift+A (Shift-Command-A on Mac).

The Step Away indicator will be removed from the Participants list so others will know you are back in the session.

Entering Feedback

Moderators and Participants can select feedback options from the Feedback menu or via keyboard shortcuts. These options express common reactions to a presentation. An indicator associated with each option appears for a short time to the right of the name of the person who selected it.

There are three ways to select one of the feedback options:

- **Participants panel Feedback menu**

  Select the desired option.

- **Interaction Sub-menu of Tools Menu**

  From the *Tools* menu, select *Interaction* followed by *Show Emotion* and select the desired option from the submenu. This menu is identical to the menu in the Participants panel.

- **Keyboard Shortcuts**

  Enter the appropriate keyboard shortcut for the desired option.

Icon	Emotion	Windows and Linux Keyboard Shortcuts	Mac Keyboard Shortcuts
	Show Smiley Face	Alt+1	Option-1
	Show LOL	Alt+2	Option-2
	Show Applause	Alt+3	Option-3
	Show Confusion	Alt+4	Option-4
	Show Approval	Alt+5	Option-5
	Show Disapproval	Alt+6	Option-6
	Show Slower (when you want the presenter to slow down)	Alt+7	Option-7
	Show Faster (when you want the presenter to speed up)	Alt+8	Option-8
(blank square)	Show None (clears all displayed feedback icons)	Alt+0	Option-0

Activity Indicators

The Participants list presents information about user activity through activity indicators. These indicators display information about what feature a user is currently using, show if a user is using the Audio Setup Wizard or indicate if a user has stepped away from the session.

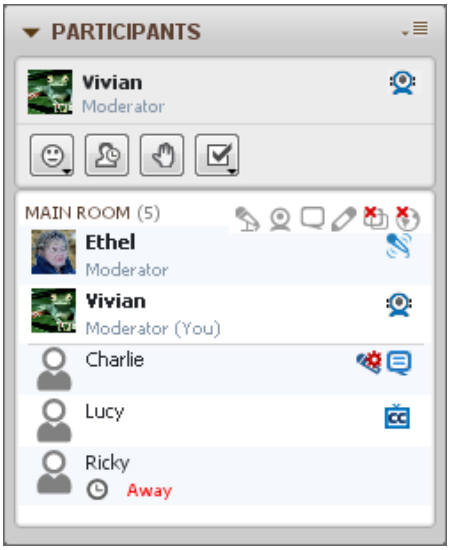
Note: Alongside the activity indicators, you may see other icons in the Participants list. There may be permission icons (see *Understanding Permissions* on page 27) or status indicators showing that users are experiencing delays (see *Status Indicators* on next page

Activity Indicator	Meaning
	User has turned on his/her microphone.

Activity Indicator	Meaning
	User is running the Audio Setup Wizard.
	User is transmitting Video.
	User is entering a Chat message.
	User is entering content into the Whiteboard with one of the Whiteboard drawing tools or, if the user is a Moderator, may be loading content into the Whiteboard.
	User is hosting an Application Sharing session.
	User is conducting a Web Tour or Web Push.
	User has stepped away from the session.

In the example to the right,

- Charlie is entering a Chat message and is also using the Audio Setup Wizard;
- Ethel has the Talk button pressed;
- Lucy is entering Closed-Captioning text;
- Ricky has stepped away from the session; and
- Vivian is transmitting Video.



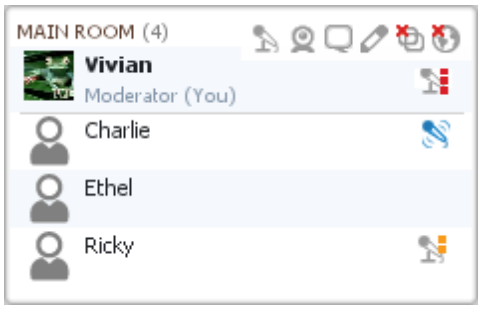
Status Indicators

Status indicators appear in the Participants list when data is being sent and received. For Audio, Video and Application Sharing, the indicators signify a delay in the sending and/or receipt of data. An amber status indicator denotes a moderate delay whereas a red status indicator denotes a significant delay. For the Whiteboard, the indicators tell Moderators who is receiving content (amber status indicator) and who hasn't received all the content on the current page (red status indicator).

The status indicators are dynamic and are updated and visible throughout the session. By keeping an eye on these indicators, you can see when it might be appropriate to adjust your pace (e.g., temporarily stop talking, turn off your Video camera or pause your Application Sharing session) so others can catch up.

In the example to the right,

- Charlie is talking,
- Ricky is experiencing a moderate delay in receiving Audio,
- Vivian is experiencing a significant delay in receiving Audio, and
- Ethel is not having any problems receiving Audio.



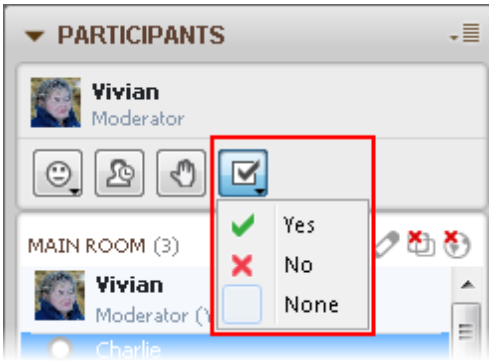
Note: For details about the various status indicators, refer to the chapters on Application Sharing, Audio, the Whiteboard and Video.

Polling

You can conduct polls of session attendees using four different poll types:

- Yes/No Options (the default)
- Multiple-Choice Responses A – C
- Multiple-Choice Responses A – D
- Multiple-Choice Responses A – E

People can respond to questions by selecting response options from the Polling Response menu in the Participants panel or by entering keyboard shortcuts (listed in the following table).



You can change the type of poll at any time. The available response buttons will change accordingly.

Type of Poll	Response Buttons	Windows and Linux Shortcuts	Mac Shortcuts
Yes/No	✔ ✘	Yes: Ctrl+1 No: Ctrl+2	Yes: Command-1 No: Command-2
Multiple Choice with three answer choices	a b c	A: Ctrl+1 B: Ctrl+2 C: Ctrl+3	A: Command-1 B: Command-2 C: Command-3
Multiple Choice with four answer choices	a b c d	A: Ctrl+1 B: Ctrl+2 C: Ctrl+3 D: Ctrl+4	A: Command-1 B: Command-2 C: Command-3 D: Command-4
Multiple Choice with five answer choices	a b c d e	A: Ctrl+1 B: Ctrl+2 C: Ctrl+3 D: Ctrl+4 E: Ctrl+5	A: Command-1 B: Command-2 C: Command-3 D: Command-4 E: Command-5
None (clears all displayed polling responses)	blank square	Ctrl+0	Command-0

Moderators can determine whether polling responses are visible to both Moderators and Participants or Moderators only. For details about viewing the polling results, see *Viewing Polling Results* on page 44.

Hiding the Polling Results

By default, everyone can see the polling responses of others. (For details, *Viewing Polling Results* on page 44.)

If you want to show the polling results to Moderators only, do one of the following:

- From the *Tools* menu, select *Polling* and unselect *Make Responses Visible*.
- In the Global Options menu, unselect *Make Responses Visible*.

Conducting a Poll

> By default, when a Moderator conducts a poll, all Participants are able to view everyone's responses. To make responses visible to Moderators only, refer to *Hiding the Polling Results* on previous page.

To conduct a poll, follow the steps below:

1. Specify the type of poll you want to conduct in one of the following ways (the default is *Yes/No Options*):
   - From the *Tools* menu, select *Polling* and then *Polling Type*. Select the poll type from the submenu.
   - Select the desired polling type from the Global Options menu.
2. Ask your question and instruct the session attendees to select one of the response options from the Polling Response menu in the Participants panel or by entering keyboard shortcuts. (For details, see *Polling* on page 41.)
3. (Optional) If you don't want to accept any more responses or don't want anyone to be able to change their responses, lock the polling results. (For details, *Locking the Polling Responses* on next page.)
4. (Optional) When you are done with the poll, you may want to publish a summary of the polling responses to the Whiteboard for the Participants. (For details, *Publishing the Polling Results to the Whiteboard* on page 45.)

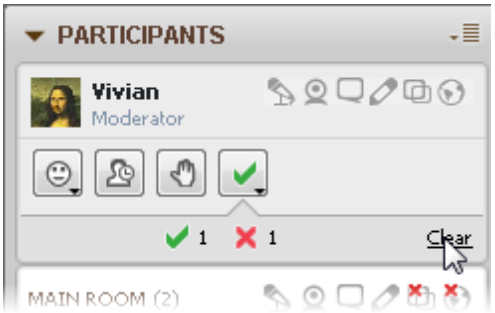
   Moderators can always see a tabulation of poll responses below the Polling Response menu in the Participants panel.
5. (Optional) Clear the polling responses. (For details, see *Clearing the Polling Responses* below.)

Clearing the Polling Responses

Clear the polling responses in one of the following ways:

- From the *Tools* menu, select *Polling* and then select *Clear*.
- In the Global Options menu, select *Clear*.

- In the Polling Response bar, click on **Clear**.



Locking the Polling Responses

If you don't want to accept any more responses or don't want anyone to be able to change their responses, lock the polling responses. You can do so in one of the following ways:

- From the *Tools* menu, select *Polling* and then select *Lock Responses*.
- In the Global Options menu, select *Lock Responses*.

The Polling Response menu in the Participants panel is deactivated (removed) so no further responses can be entered.

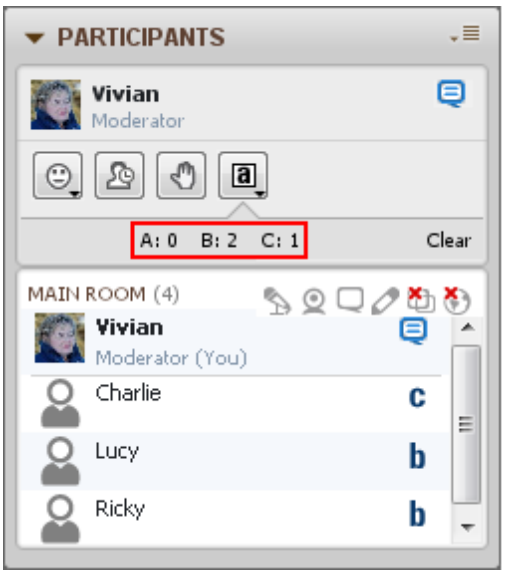
Unlocking the Polling Responses

To unlock polling responses, do one of the following:

- From the *Tools* menu, select *Polling* and then unselect *Lock Responses*.
- In the Global Options menu, unselect *Lock Responses*.

Viewing Polling Results

Unless a Moderator has hidden them, Participants can see the responses of others displayed next to their names in the Participants list. Moderators also see a tabulation of the poll results listed below the Polling Response menu. If you want to show Participants the results, publish them to the Whiteboard. (For details, *Publishing the Polling Results to the Whiteboard* on the facing page.)

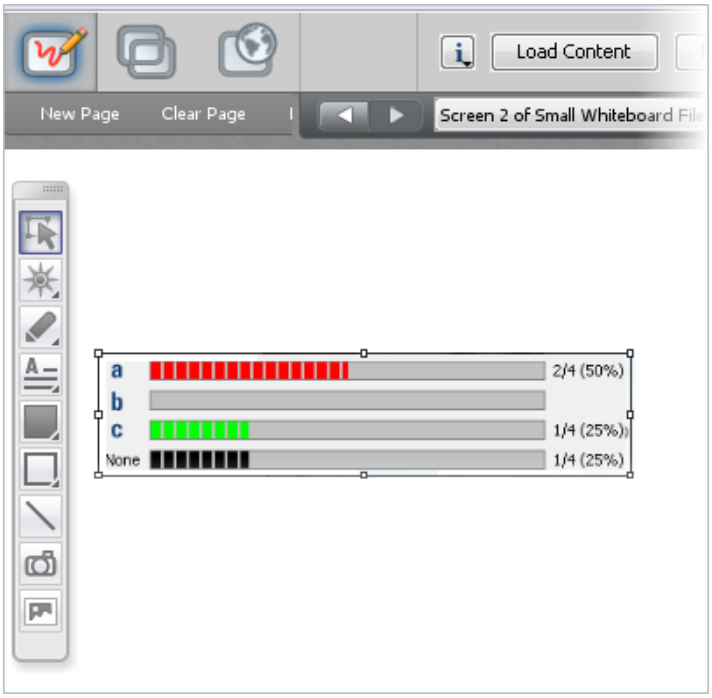


Publishing the Polling Results to the Whiteboard

Only Moderators can see a tabulation of the polling results, listed below the Polling Response menu (see *Viewing Polling Results* on previous page). If you want to show Participants the results, publish them to the Whiteboard in one of the following ways:

- From the *Tools* menu, select *Polling* and then *Publish Responses to Whiteboard*.
- In the Global Options menu, select *Publish Responses to Whiteboard*.

The results (including the number of each response and the percentage of the total) are added to the current Whiteboard page as a foreground image, which can be moved, resized or deleted.



User Profiles

User Profiles are a means for users to publish information about themselves and to view information provided by others.

Showing Profiles

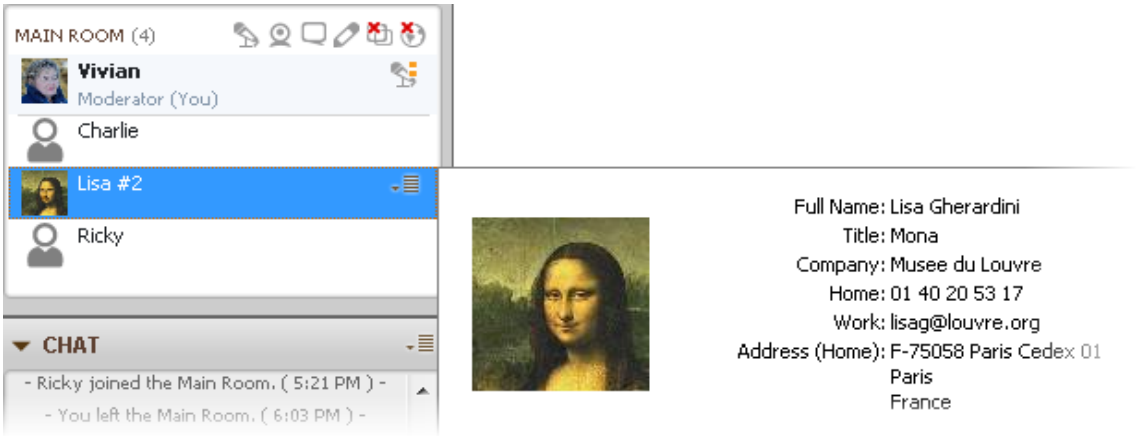
Moderators can determine which user profiles will be displayed to attendees of the session. To change this setting, from the *Tools* menu, select *Profile* and then *Show Profiles of*. Then select the desired option:

- *No One* hides all profiles.
- *Moderators* (the default) enables only the profiles of Moderators.
- *Everyone* enables the profiles of Moderators and all other Participants.

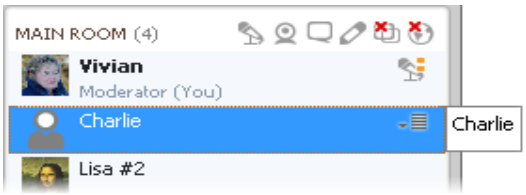
Viewing a User's Profile

A user's profile appears in a floating display beside the Participants list.

To view a user's profile, hover your mouse over their name in the Participants list. The content displayed in the user's profile varies depending on how completely the user has filled in his or her profile.



If a user does not have a profile, the display will simply contain the same name that is already listed in the Participants list.



To dismiss the profile, click on it or move your cursor off of the Participants list.

Editing Your User Profile

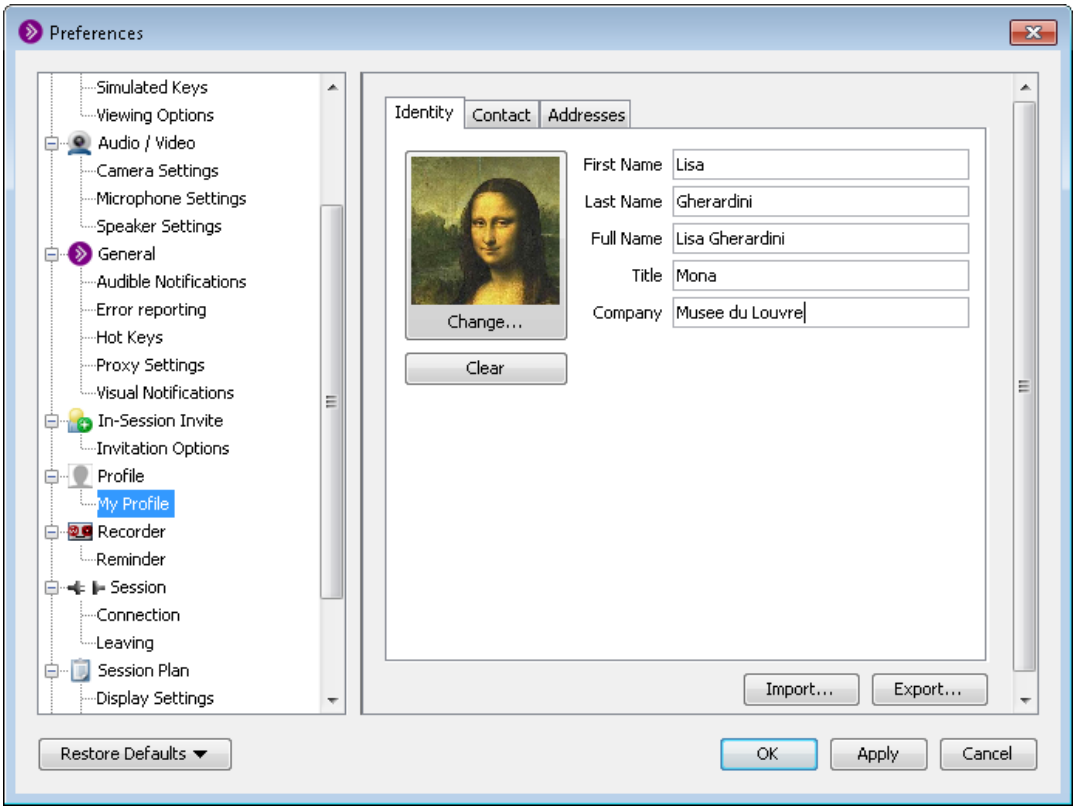
Create or edit your Profile in the Preferences dialog.

> **Note:** All fields in the My Profile preferences dialog are optional.

1. Open the Preferences dialog in one of the following ways:
   - From the *Edit* menu, select *Preferences...* (Windows & Linux)

     From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
   - Enter Ctrl+Comma (Windows & Linux)

     Enter Command-Comma (Mac OS X)
2. (Skip this step if you selected *Edit Profile* from your Participants Option menu in the Participants list.) In the left pane of the Preferences dialog, select the My Profile preferences panel under Profile.

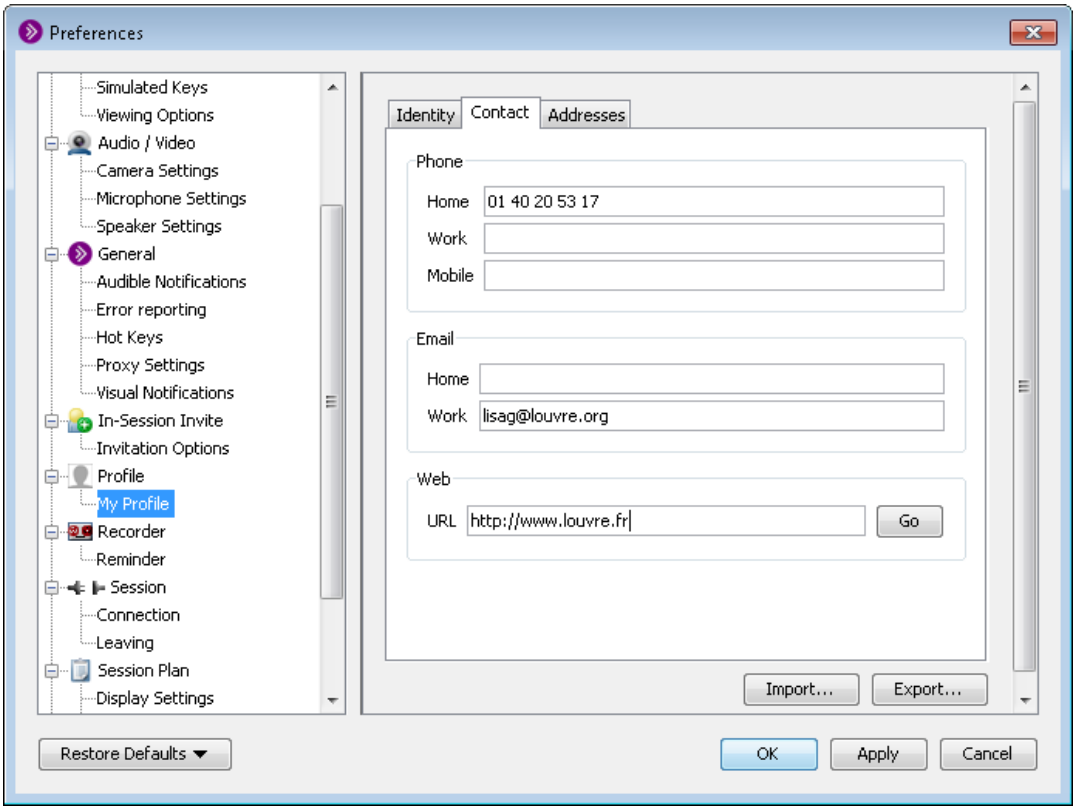


3. Enter your information in the desired fields under the Identity tab.

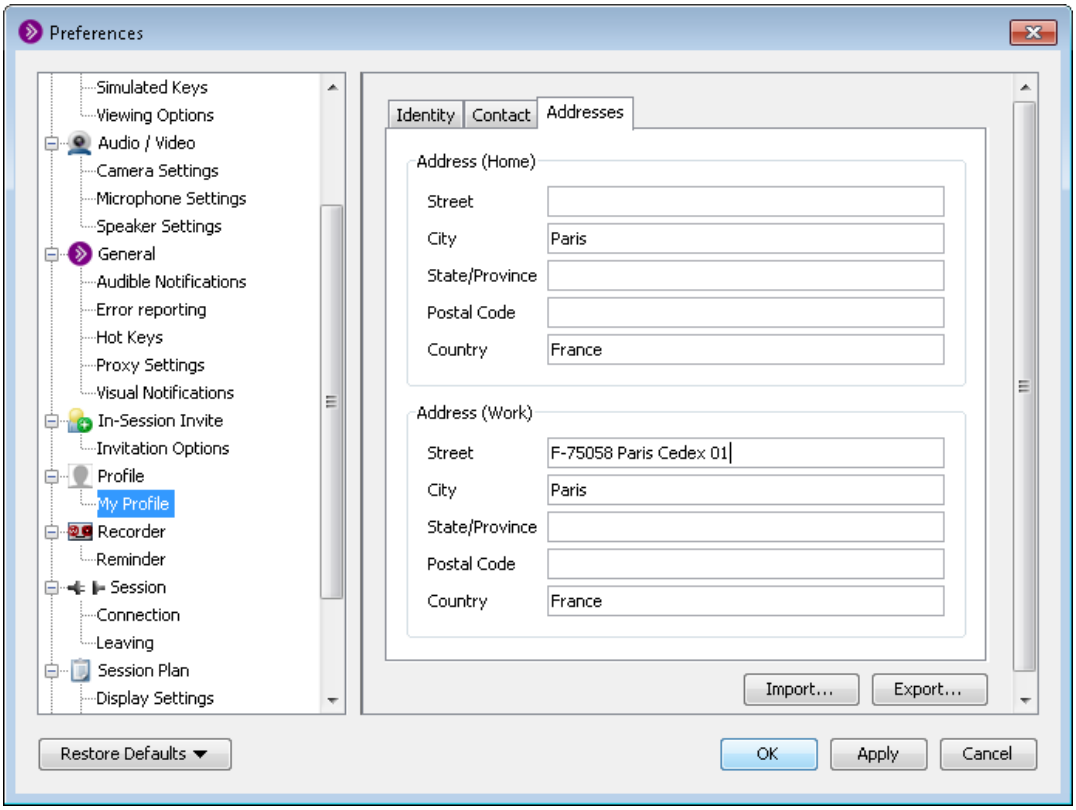
   To insert a photo, click the **Change** button and browse to select your photo. To remove the photo, click on the **Clear** button.

> **Tip:** Only .gif and .jpg or .jpeg files can be used for your User Profile photo. If your photo is larger than 96 x 96 pixels, it will be automatically scaled to fit the available space.

4. Click on the Contact tab and enter information in the desired fields.



5. Click on the Addresses tab and enter information in the desired fields.



6. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

Importing a vCard file

Instead of creating a new user profile for a Blackboard Collaboratesession from scratch, you can import an existing vCard (*.vcf file).

1. Open the My Profile preferences dialog box. (See steps 1 and 2 under *Editing Your User Profile*.)
2. Click on the **Import** button. The Open dialog box will open.
3. Navigate to the directory containing your vCard, select the .vcf file you wish to import and then click on **Open**.
4. Click on **OK** to save your new profile and close the Preferences dialog, **Apply** to save your new profile and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

Exporting a vCard file

You can export your Blackboard Collaborate profile as a .vcf file and import it into other applications (such as Outlook).

1. Open the My Profile preferences dialog box. (See steps 1 and 2 under *Editing Your User Profile*.)
2. Click on the **Export** button. The Save dialog will open.
3. Navigate to the location in which you want to save the *.vcf file and then click on **Save**.
4. Click on **OK** to complete the export and close the Preferences dialog, **Apply** to complete the export and leave the Preferences dialog open or **Cancel** to close the Preference dialog without completing the export.

Mobile Device Indicators

The Participants list displays indicator icons next to people's names when they are connected to a session using mobile devices: a mobile phone or tablet. This information is important because mobile users are somewhat limited in the Blackboard Collaborate features they can use and you may want to tailor your session activity to accommodate them.

For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

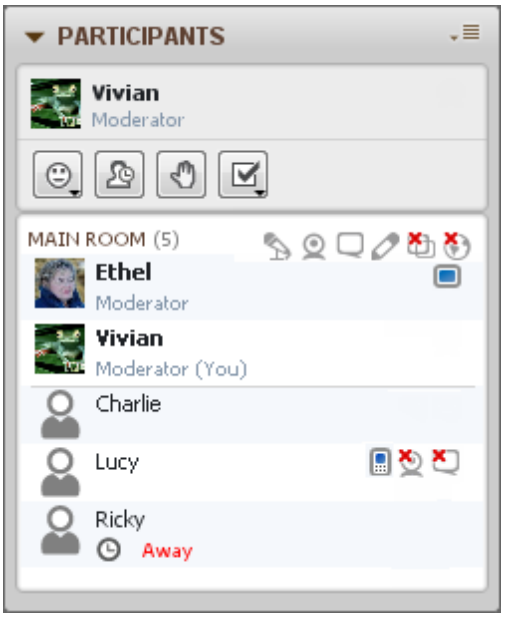
Important Note: Do not attempt to moderate a session from a mobile device. **Moderator-only functions (such as loading content and session permissions) are not supported on mobile devices.** Moderators should join the session from a desktop or laptop computer.

Note: Accessing and participating in web conferencing sessions on mobile devices is not supported for all users. Contact your Blackboard Collaborate system administrator for details.

Note: No device icon is displayed for users connected to the session using a desktop, laptop or notebook computer.

Device Indicator	Meaning
	User is connected to the session using a mobile phone.
	User is connected to the session using a tablet.

In the following example, Vivian and Charlie are connected to the session using desktop computers, Lucy is connected using a mobile phone and Ethel is connected using a tablet. (Ricky has stepped away from the session.)



Blackboard collaborate

Chapter 6

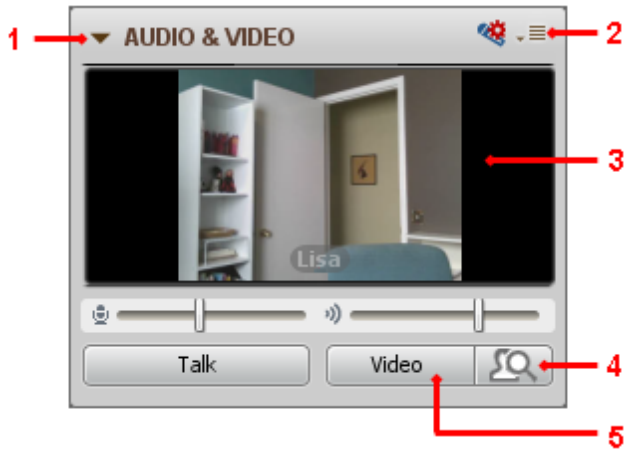
Video Broadcast

The Video feature of Blackboard Collaborate Web Conferencing enables you to transmit and receive video broadcasts with others in a session. This is video you send live via a video camera (e.g., web cam) – not to be confused with a pre-recorded video (movie) that Moderators can play using the Multimedia feature.

Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

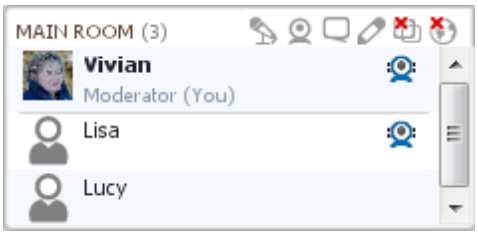
The Video feature can display up to six simultaneous camera transmissions. For details, see *Multiple Simultaneous Cameras* on page 62

The Audio & Video window has the following Video components:



1 Expand/Collapse button
2 Options menu
3 Primary video display
4 Preview Video button
5 Transmit Video button

You will know someone is transmitting video (has their Transmit Video button turned on) when the blue Video activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Video Activity, Permission and Status Indicators* on the facing page). In the example below, Vivian and Lisa are transmitting video.



Moderators can use all the available Video features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with the Video permission enabled). For details on permissions, see *Setting Video Permission for Participants* on page 65.

Feature	Moderators	Participants
Preview a Video transmission	✓	✓
Transmit a Video broadcast	✓	✓
Receive a Video broadcast	✓	✓
Set Video camera preferences	✓	✓
Capture a Video image and send it to the Whiteboard	✓	✓
Change what is shown in the primary video display	✓	✓
Make the Video display follow the current speaker	✓	✓
Make the Video display follow the Moderator's focus	✓	
Grant/revoke the Video permission to/from Participants	✓	
Configure simultaneous cameras	✓	

Video Activity, Permission and Status Indicators

You can monitor the state of Video activity and permissions through indicators displayed in the Participants list of the Participants panel.

For details about permissions, see *Understanding Permissions* on page 27.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Video.

Activity Indicator	Meaning
	User has turned on his/her video camera.
	Video permission is set globally to "on" but the Moderator has revoked Video permission from this user.
	Video permission is set globally to "off" but the Moderator has granted Video permission to this user.

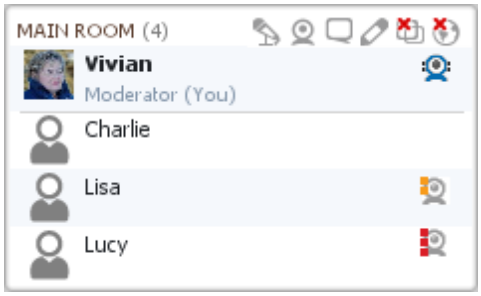
Status Indicators

Status indicators appear on the Video activity indicator icons of Video users in the Participants list if there are delays in the transmission or receipt of Video. When there are delays, the server begins to drop frames. You will experience delays as a drop in video quality. The degree of delay is indicated by color:

- **Amber Indicator:** Appears when a person's receipt or transmission of video is moderately delayed.
- **Red Indicator:** Appears when a person's receipt or transmission of video is significantly delayed. This may indicate a problem with the network connection and often will be followed by the user getting disconnected from the session.

In the example to the right,

- Vivian is transmitting video,
- Lisa is experiencing a moderate delay in receiving Video,
- Lucy is experiencing a significant delay in receiving Video, and
- Charlie is not having any problems receiving Video.



Previewing and Transmitting Video

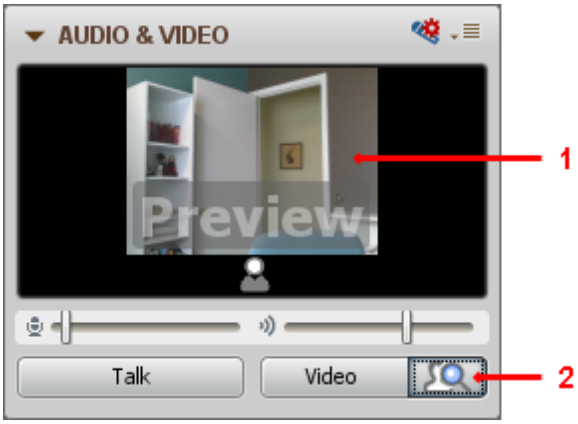
Before you transmit video to everyone in the session, it is a good idea to preview it first to check the quality of the image. If it is not satisfactory, you may want to adjust your camera settings (refer to the documentation for your camera).

Tip: If your Video button is inaccessible (grayed out) it may be because a Moderator has removed your Video permission or the maximum number of simultaneous cameras has been reached.

Note: If your Audio & Video panel is in its collapsed state, it will automatically be expanded when you preview or transmit video.

Previewing Video

To preview video, click on the Preview button. Notice that, when activated, your Preview button turns blue. The images captured by your camera will be displayed in your primary video display, along with the word "Preview". No one else will be able to see your preview.



1 Preview image

2 Preview button

Note: If you get an error when you click on the Preview button (such as "Cannot connect to the video source"), your camera may be in use by another application or you don't have the correct camera selected under Preferences (see *Selecting your Video Camera* on next page).

Transmitting Video

To transmit video to everyone in the room, do one of the following:

- Click on the Transmit Video button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F3 (Command-F3 on Mac).

Note: If you get an error when you click on the Preview button (such as "Cannot connect to the video source"), your camera may be in use by another application or you don't have the correct camera selected under Preferences (see *Selecting your Video Camera* on next page).

Notice that, when activated, your Video button displays a red camera.

1 Video button off

2 Video button on

Stopping Video Transmission

To stop video transmission, turn your camera off in the same way you turned it on:

- Click on the Video button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F3 (Command-F3 on Mac).
- Click on the Preview button. You will continue to see video images, but others in the session will not.

Selecting your Video Camera

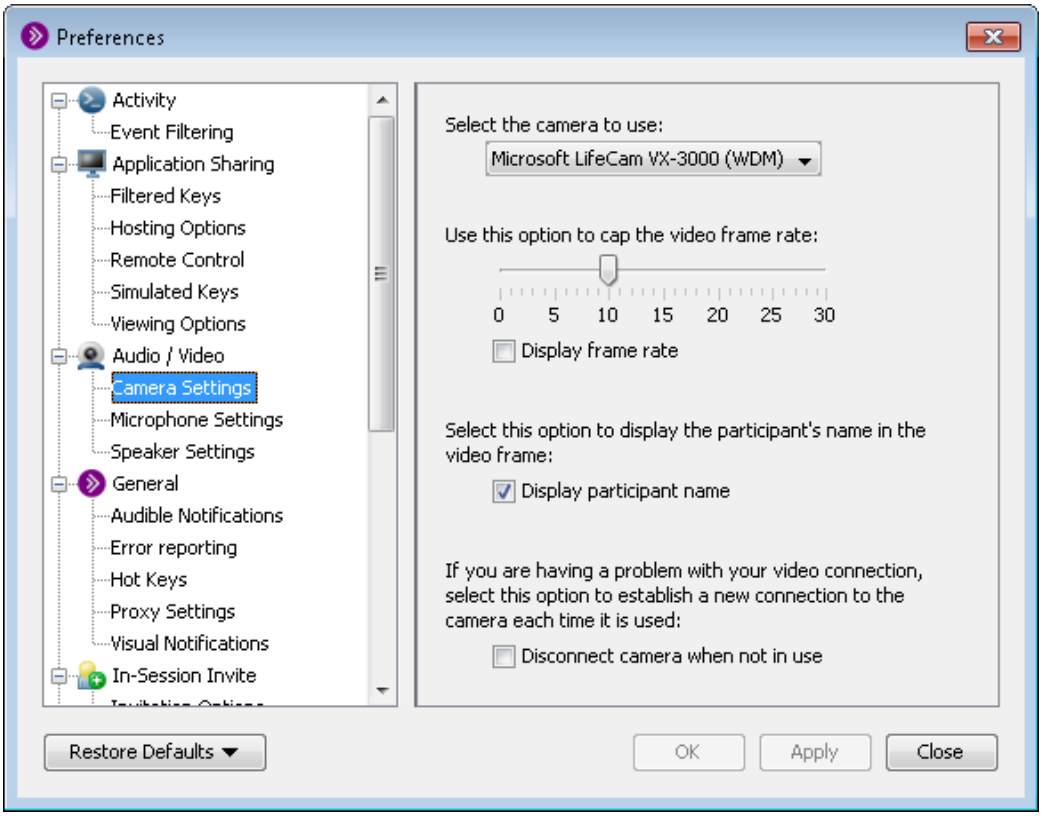
If you have only one video camera installed on your computer, that device is automatically used by Blackboard Collaborate Web Conferencing to preview and transmit video. However, if you have more than one video input device on your computer, you can select which device you want to use through the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select *Camera Settings* under *Audio/Video*.



3. Select the desired camera from the *Select the camera to use* drop-down list.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

Viewing Video

To view the video being transmitted by others, your primary video display must be open. If it is collapsed, click on the Expand button (in the top left corner of the panel) to open it.

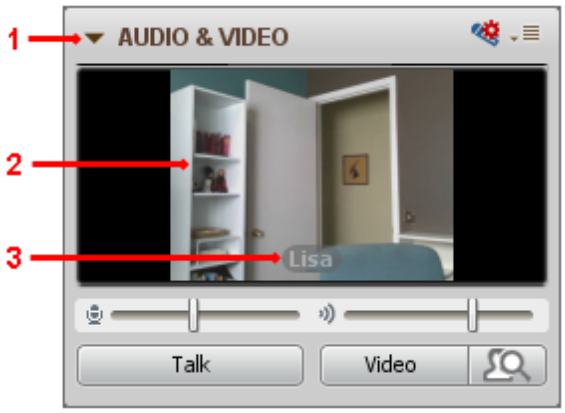
Tip: Alternatively, if you want to preview your Video, click on the Preview Video button to expand the panel. If you want to transmit Video, click on the Video button to expand the panel.

If you do not wish to view another's video transmission, collapse the primary video display by clicking on the Collapse button.

Tip: When you collapse your primary video display when viewing video, incoming video is not transmitted to you. This will reduce the bandwidth used and will improve the overall responsiveness of Blackboard Collaborate. (If you are **transmitting** video, collapsing the video display will not affect bandwidth – video will still be transmitted.)

Note: For information on working with panels, see the *Moderator's Guide*.

In the primary video display, you may see either someone's profile picture (or default profile icon) or Video transmission. The display will also show their name.



1 Collapse button

2 Primary Video display

3 Name of transmitter

The Default Views

By default, the option *Make Video Follow Speaker* is turned **on** and the Moderator-only option, *Make Video Follow Moderator Focus*, is turned **off**. These options affect what is shown in the primary video display. (For information on these options and how to change what is presented in the primary video display, see *Controlling the Primary Video Display* on page 63.)

If the default options are maintained (and you are not previewing your own video), the following happens in the primary video display as people join the session, transmit video or speak:

- If you are the first person in the session, your primary video display will be blank. If you click on the Transmit Video button, you will see your own transmission in the primary video display.
- When a second person joins the session, you will see their video transmission or, if they are not transmitting video, their profile picture. It is assumed you will want to look at that person, not yourself, regardless of who is speaking. (This happens even if neither of you has spoken.)
- As subsequent people transmit video or speak, their video transmissions or profile pictures are added as thumbnails.

> **Note:** There is one exception: if neither of the first two parties is transmitting video, when a third person joins the session, the primary video display will go blank until someone transmits video or speaks.

- When someone speaks, your primary video display will always show either the profile picture or the video transmission of the person currently speaking or, if no one is speaking, the last person to speak (even if that speaker has left the room).

> **Note:** When someone is transmitting video while you are previewing your own video, the received video will be displayed in a thumbnail and the video from your camera will be displayed in your primary video display.

In the example below, Lisa is speaking (she doesn't have her video camera turned on so you just see her profile picture) and Vivian has her video camera turned on. Vivian's video is shown in a thumbnail below the primary video display.

> **Tip:** Hover your mouse over a thumbnail to display a "tool tip" containing the transmitter's name.

Multiple Simultaneous Cameras

Sessions can be enhanced by having the video streams of multiple people displayed at once. Blackboard Collaborate Web Conferencing has the capacity to show the transmissions of up to six video cameras simultaneously. Moderators can disable multiple simultaneous cameras (by setting the maximum allowed to one) or enable from two to six simultaneous cameras.

For details on configuring how many simultaneous cameras to permit in a room, see *Setting Maximum Simultaneous Cameras* below.

When there is more than one simultaneous camera enabled, the video stream of one person will appear in the primary video display. Everyone else's transmission will appear in thumbnails, up to a maximum of five thumbnails

1 Primary Video Display

2 Thumbnails

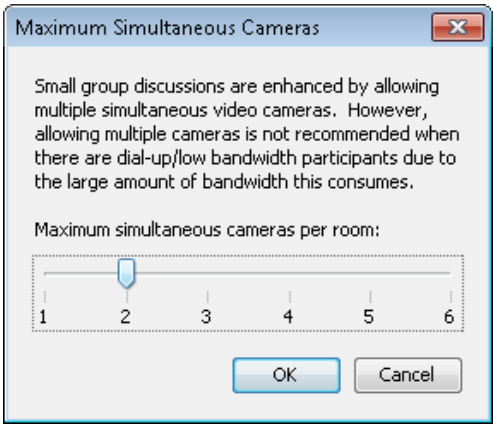
For a discussion of what you will see (by default) in the primary video display as more people transmit video, see *The Default Views* on page 60. For a discussion of how you can change that display, see *Controlling the Primary Video Display* on the facing page.

Setting Maximum Simultaneous Cameras

The maximum number of simultaneous cameras allowed is initially set by the session creator. As a Moderator, you can override this default at any time during a session.

Caution: When using multiple simultaneous cameras in conjunction with breakout rooms, Blackboard Collaborate will allow you to have six active cameras in each room. However, since video is bandwidth intensive, using more than six total active cameras in a session will affect the quality and speed of video in all breakout rooms and the Main room. It is recommended that you limit the number of active cameras to six across all rooms in the session.

To configure the maximum number of simultaneous cameras allowed in a room, do the following:



1. Open the Maximum Simultaneous Cameras dialog in one of the following ways:
   - From the *Tools* menu, select *Video* and then *Maximum Simultaneous Cameras*.
   - From the Audio & Video panel Options menu, select *Maximum Simultaneous Cameras*.
2. Select the number of simultaneous cameras you would like to permit in the room by moving the slider with your mouse.
3. Click on **OK**.

Controlling the Primary Video Display

The primary video display can be controlled in three ways:

- setting the *Make Video Follow Moderator Focus* option,
- setting the *Make Video Follow Speaker* option, and
- by manually selecting what to display.

The *Make Video Follow Moderator Focus* option is set by Moderators only and overrides an individual's *Make Video Follow Speaker* option. Both options override a person's ability to manually select what video stream to show in the primary video display.

Note: When images change in the primary video display, they may be a bit fuzzy for a few seconds while the server changes the resolution of the new image from low (which is what is used for thumbnails) to a higher resolution (which is used in the primary display).

Make Video Follow Moderator Focus

Moderators can use the *Make Video Follow Moderator Focus* option to force everyone in the room to see the same thing in their primary video display as what the Moderator is seeing in his or her primary video display. This option overrides all other methods of controlling the primary video display.

Caution: If there is more than one Moderator in a session, a second Moderator can override what the first Moderator set as the primary video display. Be careful not to disrupt another Moderator's presentation by inadvertently changing your primary video display.

You can turn on *Make Video Follow Moderator Focus* in two ways:

- From the *Tools* menu, select *Video* and then *Make Video Follow Moderator Focus*.
- From the Audio & Video panel Options menu, select *Make Video Follow Moderator Focus*.

To turn the option back off, just repeat the process.

Make Video Follow Speaker

By default, the option to *Make Video Follow Speaker* is turned on. When it is turned on (and a Moderator has not turned on *Make Video Follow Moderator Focus*), the primary video display will always display either the profile picture or the video transmission (and the name) of the person currently speaking or, if no one is speaking, the last person to speak (even if that person has left the room). The Moderator option *Make Video Follow Moderator Focus* always overrides this option.

If you want to manually select the image to be shown in the primary video display, turn off *Make Video Follow Speaker*. You can do so in two ways (provided the Moderator doesn't have *Make Video Follow Moderator Focus* turned on):

- From the *Tools* menu, select *Video* and then *Make Video Follow Speaker*.
- From the Audio & Video Options menu, select *Make Video Follow Speaker*.

To turn the option back on, just repeat the process.

Manually Selecting What to Display

If *Make Video Follow Moderator Focus* and *Make Video Follow Speaker* are turned off, you can manually control what is displayed in your primary video display. To move a thumbnail image into the primary video display, simply click on the thumbnail.

The image that was originally in the primary display will move to the thumbnail in which the moved image previously resided – the images swap places.

Setting Video Permission for Participants

The Video permission is included in the default set of Global permissions so all Participants are granted the permission to talk upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 27.)

There may be times when you want to turn the Video permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Video permission from Participants, their Video buttons are disabled so they will not be able to transmit video.

> Participants will still be able to view another's video transmission, set their camera preferences, move thumbnails into their primary Video display and make Video follow the current speaker.

To remove the Video permission from all Participants at once, deselect Video in the Global Options menu or click on the Video global permission icon at the top of the Participants list. To remove the Video permission from an individual Participant, deselect Video in their Participant Options menu. (For further details, see *Granting and Revoking Permissions to and from Participants* on page 30.)

Stopping Video Transmission

To stop transmitting video, do one of the following:

- Click on the Video button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F3 (Command-F3 on Mac).
- Click on the **Preview** button. You will continue to see video images, but others in the session will not.

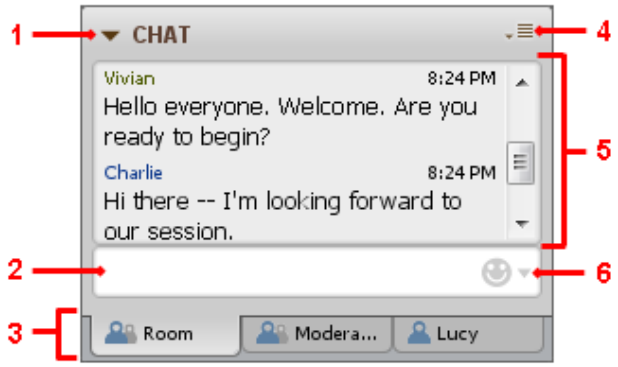
To stop previewing video, click on the Preview button in the Audio & Video panel.

Blackboard collaborate

Chapter 7

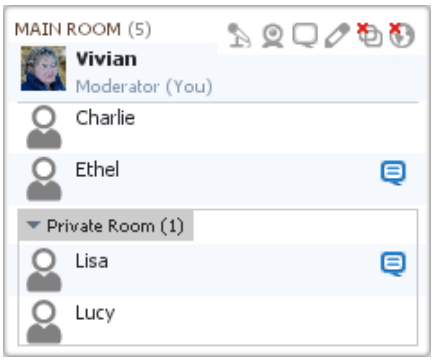
The Chat Panel

The Chat panel enables you to exchange text messages with others in the session. It has the following components:



1	Expand/Collapse button	4	Options menu
2	Message text box	5	Conversation pane
3	Conversation tabs	6	Emoticon menu

You will know someone is entering a Chat message when the blue Chat activity indicator ( ) appears next to their name in the Participants list. In the example below, Ethel and Lisa are entering Chat messages. (For details about activity indicators, see *Chat Activity and Permission Indicators* on the facing page.)



Moderators can use all the available Chat features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with the Chat permission enabled). For details on permissions, see *Setting the Chat Permission of Participants* on page 76

Note: For information on working with panels, see the *Moderator's Guide*

Feature	Moderators	Participants
Send messages to everyone in the current room.	✓	✓
Send messages to selected Moderators and Participants in the current room.	✓	✓
Send messages in the form of announcements.	✓	
Monitor private messages sent to other users. (This feature must be enabled when the session is created.)	✓	
Grant or remove Participants' Chat permission	✓	

Chat Activity and Permission Indicators

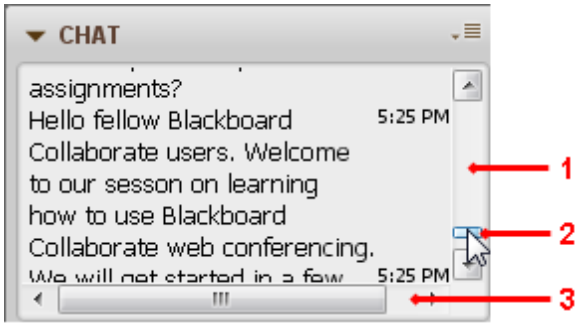
You can monitor the state of Chat activity and permissions through indicators displayed in the Participants list of the Participants panel. These indicators are described in the following table.

For details about permissions, see *Understanding Permissions* on page 27.

Activity Indicator	Meaning
	User is typing a Chat message.
	Chat permission is set globally to "on" but Moderator has revoked Chat permission from this user.
	Chat permission is set globally to "off" but Moderator has granted Chat permission to this user.

Viewing Chat Messages

New Chat messages appear at the bottom of the conversation pane of the Chat panel. You can scroll back and forth to read messages in the conversation pane.



1 Vertical scroll bar

2 Scroll thumb

3 Horizontal scroll bar

When a new message arrives,

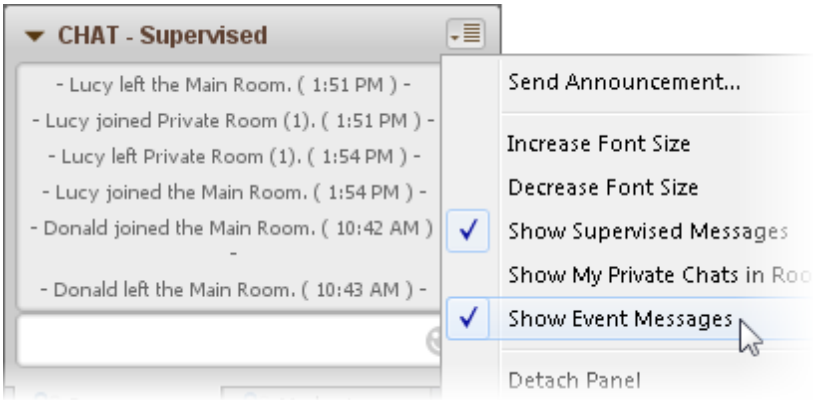
- if the scroll thumb is at the bottom of the scroll bar (the last Chat message is visible), the conversation pane will scroll as new messages are received; but
- if you had scrolled back to review earlier messages, the conversation pane will not scroll when new messages are received – you must manually scroll to the bottom to see the new message.

New Messages in Other Conversation Tabs

If you are not in a conversation when a message arrives, you will see a New Message Indicator (Chat bubble) in the tab of that conversation. Simply click on the tab to read your message. (For details on conversation tabs, see *Conversation Tabs* below.)

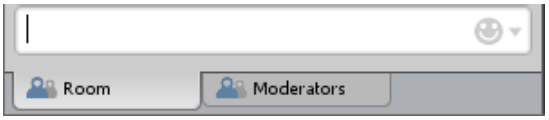
Turning Off Event Messages

The Chat conversation area, by default, gives you event information about who has entered or left the Main room and breakout rooms. If you do not want to view this information, you can turn it off. To do so, unselect *Show Event Messages* in the Chat Options menu.



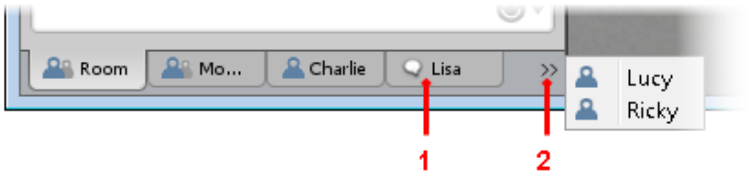
Conversation Tabs

When chatting in Blackboard Collaborate Web Conferencing, you can participate in more than one conversation at a time. These conversations take place under conversation tabs. When a session begins, there are two conversation tabs: one for messages sent to everyone (in the Main room) and one for private messages between Moderators.



When a new private conversation is initiated (by you or by someone else with you), a new conversation tab is added to the bottom of the Chat panel for that conversation.

As more private chat conversations are initiated, more tabs are opened. When you run out of space for more tabs, new conversation tabs are added to a list on the right side of the Chat panel. Just click on the double arrow icon to open the list of hidden conversation tabs.



1 Click to read new messages

2 Click to open hidden tabs

Note that, when there is a new Chat message in a conversation (one in which you are currently not participating), a New Message Indicator (Chat bubble) is displayed in its tab. In the example above, there is a new message in the conversation with Lisa.

Moving Between Conversations

You can move freely between conversations simply by clicking on the conversation tabs or, for private conversations, double-clicking on the name of the person with whom you are conversing. You will be able to catch up on all the messages others entered while you were away.

> **Note:** You will not be able to see the Chat messages that others entered while you were out of a **room**, even if you had previously been in that room. For example, if you moved to a breakout room from the Main room, any messages entered in the Main room while you were gone will not be visible to you. You will, however, retain a history of the messages **you** entered in the Main room before you moved to the breakout room.

Closing Conversation Tabs

To close a conversation tab, hover your mouse over the people/person icon in the tab until it changes to an X. Click on the X to close the conversation tab.

Sending Chat Messages

With Chat, you can send the following types of messages:

- **public** messages to everyone in your current room (Main room or breakout room). For details, see *Sending Messages to Everyone in a Room or Existing Group Conversation* below
- **private** messages to one or more selected individuals. This will initiate a new conversation in its own tab. For details, see *Sending Messages to Selected Individuals* on the facing page
- **private** messages to other Moderators only under the Moderators conversation tab. For details, see *Sending Private Chat Messages to Other Moderators* on the facing page
- **public** announcements to everyone or selected rooms. The message is displayed both in a pop-up window and in the Chat conversation area. For details, see *Sending a Message as an Announcement* on page 74

In addition to typing Chat messages, you can enter content into Chat messages by copying and pasting text, entering links to web sites (that others can follow) and adding emoticons. For details, see *Adding External Links to your Chat Message* on page 76 and *Adding Emoticons to your Chat Message* on page 75

Sending Messages to Everyone in a Room or Existing Group Conversation

1. If the desired room tab or existing group conversation tab is not in focus, move to it. (For details, see *Moving Between Conversations* on previous page.) Go directly to step 3 since your cursor will already by in the message text field.

   Note: To start a new group conversation, see *Sending Messages to Selected Individuals* on the facing page.

2. If it isn't already there, place your cursor in the message text field by doing one of the following:
   - Click anywhere in the message text field.
   - Press Ctrl+M (Command-M on Mac).
3. Enter your text in the message text field. (You can type it or copy and paste from an external source.)
4. Press Enter to send your message. The message will appear in the conversation pane.

Sending Private Chat Messages to Other Moderators

As a Moderator, you have access to a default, private group conversation for Moderators only. This conversation for Moderators is persistent so you can't close its conversation tab.

1. Click on the Moderators conversation tab. Your cursor will be placed in the message text field.
2. Enter your text in the message text field. (You can type it or copy and paste from an external source.)
3. Press Enter to send your message. The message will appear in the conversation pane.

> **Tip:** You can turn audible notifications off. For details, see the *Moderator's Guide*.

Sending Messages to Selected Individuals

You can send private messages to a specific person or group of people by selecting their names in the Participants list.

These messages will appear to only yourself and those you selected from the Participants list, with one notable exception: when a session is supervised.

1. Initiate the message in one of the following ways:
   - (If sending to one person) Double-click on the name of the person in the Participants list.
   - (If sending to one person) Select the person's name in the Participants list and then select *Send a Private Chat* from their Participant Option menu.
   - (If sending to multiple people) Select the names of the people in the Participants list (using the standard Shift or Control methods), right-click (Control-click on Mac) on the highlighted names to open the Participants Option menu and then select *Send a Private Chat*.

   > **Tip:** Do not click on the Participant Option menu of any individual – that will unselect all the others you've selected in the Participants list.

2. Enter your text in the message text field. (You can type it or copy and paste from an external source.)

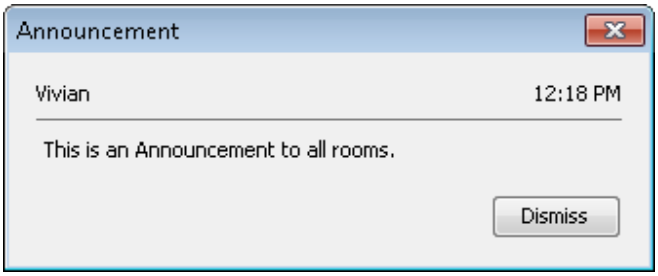
3. Press Enter to send your message.

   A new conversation tab will open in your Chat panel and the recipient's Chat panel. The recipient will see a New Message Indicator (Chat bubble) in the tab and will need to click on the new tab to read your message.

Sending a Message as an Announcement

Send a message as an Announcement when you want to ensure your message will stand out to all message recipients. You can send Announcements to just the room you are in (either the Main room or a breakout room), to all rooms, or to Moderators only.

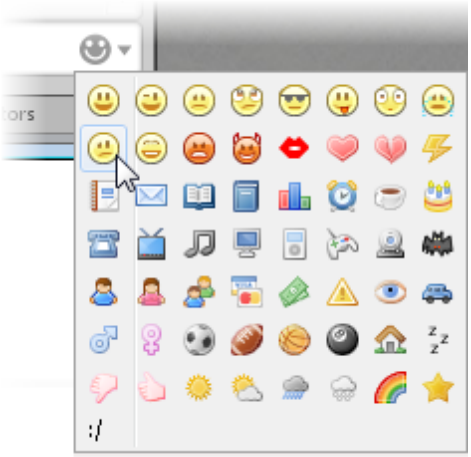
1. If you want to send the Announcement to Moderators only, click on the Moderators conversation tab. If you want to send the Announcement to a single room, move to that room. For details, see the *Moderator's Guide*.
2. Open the Announcement dialog by doing one of the following:
   - From the *Tools* menu, select *Chat* and then *Send Announcement...*
   - From the Chat Options menu, select *Send Announcement...*
3. Enter your text in the message field.
4. If you want to send the Announcement to all rooms (Main room and breakout rooms), select the option *Send to all rooms*.
5. Click **Send** or press Enter to send your message. The message will appear to the recipients in both their conversation pane and in a pop-up window such as the following:

Adding Emoticons to your Chat Message

Emoticons are special graphical icons that you can insert into any text-based chat to make your conversations more expressive and fun.

You can add emoticons to your Chat messages by selecting them from the Chat Emoticon menu or by entering text strings in the Chat message text field. The text string equivalent of the emoticon selected in the Emoticon menu is displayed in the bottom left corner of the menu.



The following table lists a few of the most popular emoticons and their respective text strings. (A full list of the text strings used for entering emoticons is available in the *Moderator's Guide*.)

Note: The emoticon text strings are not case sensitive, so you can use either upper case or lower case letters to enter your emoticons.

Emotions	Icons	Text strings
Smiley		:) *or* :-)
Wink		;) *or* ;-)
Sad		:(*or* :-(
Surprised		:-o *or* :-O
Confused		:/ *or* :-/
Grin		:D *or* :-D
Angry		:@ *or* :-@
Thumbs up		(y)
Thumbs down		(n)

Note: Emoticons can be entered in Announcements using text strings. The emoticons are not displayed graphically in the Announcement message pop-up windows (only the text string is displayed) but they will appear in the announcement as it is displayed in the conversation area.

Adding External Links to your Chat Message

You can include HTTP links in your Chat messages either by typing them in directly, copying and pasting them or dragging and dropping them from a browser or email message. Recipients of your messages will be able to click on the links to open web sites in their default browsers.

Link Type	Syntax	Example
HTTP web site	http://	http://www.blackboard.com
Secure HTTP web site	https://	https://addons.mozilla.org/

Setting the Chat Permission of Participants

The Chat permission is included in the default set of Global permissions so all Participants are granted the permission to chat upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 27.)

There may be times when you want to turn the Chat permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Chat permission from Participants, they will still be able to read chat messages and they will be able to send messages to Moderators.

To remove the Chat permission from all Participants at once, deselect Chat in the Global Options menu or click on the Chat global permission icon at the top of the Participants list. To remove the Chat permission from an individual Participant, deselect Chat in their Participant Options menu. (For further details, see *Granting and Revoking Permissions to and from Participants* on page 30.)

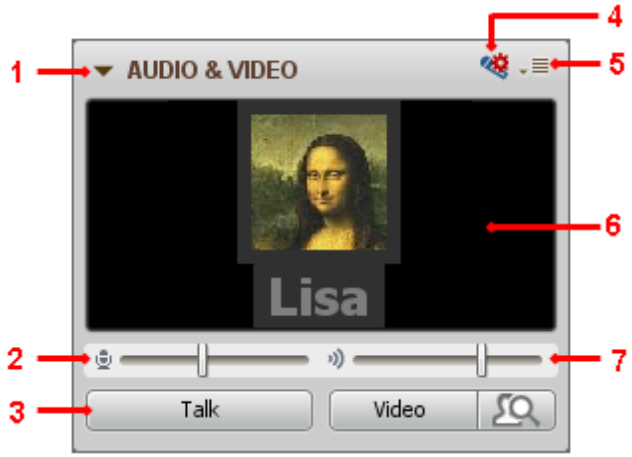
Chapter 8

The Audio Feature

The Audio feature enables you to participate in conversations during a Blackboard Collaborate Web Conferencing session using a microphone and speakers (or headset) via Voice over Internet Protocol (VoIP). If your organization offers teleconferencing services with Blackboard Collaborate, you can use the Telephony (telephone conferencing integration) feature for your in-session communications.

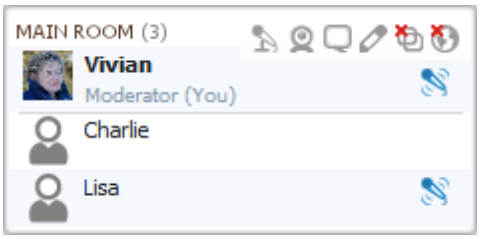
Note: Mobile device users cannot use a teleconference for Audio communications in a session. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

Audio shares a panel with Video in the Blackboard Collaborate interface. The panel has the following components relevant to Audio:



1 Expand/Collapse button
2 Microphone Level indicator and slider
3 Talk button
4 Audio Setup Wizard button
5 Options menu
6 Primary video display
7 Speaker Level indicator and slider

You will know someone has their microphone turned on (has activated the Talk button) when the blue Audio activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Audio Activity, Permission and Status Indicators* on page 79.) In the example below, Vivian and Lisa have their microphones turned on.



You may see the Video transmission or the profile picture (or default profile icon) of the person currently speaking in the primary Video display. The display will also show their name. Whether or not you see this depends on the configuration of the Video display. For details, see *Viewing Video* on page 59.

Note: For information on working with panels, see the *Moderator's Guide*.

Moderators can use all the available Audio features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with the Audio permission enabled). For details on permissions, see *Setting the Audio Permission for Participants* on page 86.

Feature	Moderators	Participants
Participate in a conversation (send and receive audio)	✓	✓
Adjust your microphone and speaker levels	✓	✓
Run the Audio Setup Wizard	✓	✓
Change your microphone and speaker settings	✓	✓
Change the number of simultaneous talkers allowed	✓	
Grant Participants the Audio permission	✓	

Audio Activity, Permission and Status Indicators

You can monitor the state of Audio activity and permissions through indicators displayed in the Participants list of the Participants panel.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Audio.

For details about permissions, see *Understanding Permissions* on page 27.

Activity Indicator	Meaning
	User has turned on his/her microphone.
	Audio permission is set globally to "on" but the Moderator has revoked Audio permission from this user.
	Audio permission is set globally to "off" but the Moderator has granted Audio permission to this user.
	User is running the Audio Setup Wizard.

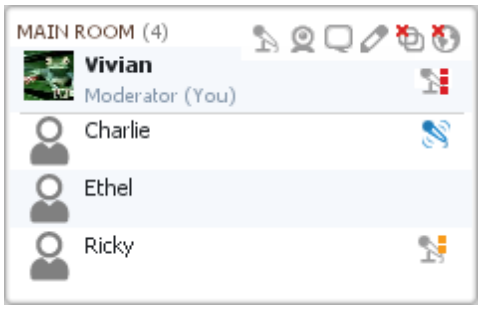
Status Indicators

Status indicators appear on the Audio activity indicator icons of Audio users in the Participants list if there are delays in the receipt of Audio or if the talker or listener is not responding to the Audio service.

- **Amber Indicator:** Appears when a listener's receipt of audio is delayed.
- **Red Indicator:** Appears when a talker or listener is experiencing a significant delay (is non-responsive) and may be offline from the session. This may indicate a problem with the network connection and often will be followed by the user getting disconnected from the session.

In the example to the right,

- Charlie is talking,
- Ricky is experiencing a moderate delay in receiving Audio,
- Vivian is experiencing a significant delay in receiving Audio, and
- Ethel is not having any problems receiving Audio.



Basic Audio Configuration

Generally speaking, it is recommended that you configure your Audio before the session begins. There are a number of Audio settings that you can configure but you will likely only need to set your microphone and speaker levels (see *Using the Audio Setup Wizard* on page 80) and configure simultaneous talkers (see *Configuring Simultaneous Talkers* on page 83).

The other available configuration items are advanced and, in most cases, you probably won't need to modify them. However, if you wish to modify the advanced Audio settings, you can do so in the Preferences dialog.

Using the Audio Setup Wizard

To verify that your Audio is set up correctly, we recommend that you use the Audio Setup Wizard before the session begins. This wizard is comprised of a series of panels that guide you through selecting Audio input (microphone) and output (speaker) devices and setting your speaker and microphone volumes.

Tip: To run the Audio Setup Wizard before your session begins, either join your session early or open the Configuration Room on the Blackboard Collaborate Support Portal:

http://support.blackboardcollaborate.com

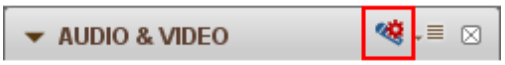
To open the Configuration Room, browse to First Time Users and then to Step 2 under Blackboard Collaborate Web Conferencing.

You can run the Audio Setup Wizard again at any time within your session.

Note: When you are using the Audio Setup Wizard during a session, you will not be able to hear any of the session Audio. Others will know you can't hear them because the Audio Setup Wizard icon will appear next to your name in the Participants list.

To open the Audio Setup Wizard, do one of the following:

- Click on the Audio Setup Wizard button at the top of the Audio & Video panel.



- From the *Tools* menu select *Audio* and then *Audio Setup Wizard*.
- From the Audio & Video Options menu, select *Audio Setup Wizard*.

On Windows or Linux

1. Select your audio output device (speakers), following the instructions given in the dialog box.
2. Play the recorded audio message provided and adjust your speaker volume to a suitable level. (Follow the instructions given in the dialog box.)
3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on **Yes**, go to step 4.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 1.
4. Select an audio input device (microphone), following the instructions given in the dialog box.
5. (Linux only) Select your microphone type to get the best results when testing your microphone.
   - *Single Talker:* Select this option if using a headset or a microphone just for yourself.
   - *Multiple Talkers:* Select this option if using a single microphone to pick up multiple talkers, such as when you are in meeting room sharing the microphone with others. This is the default.

6. Press **Record** and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press **Stop** when you are done.
7. Press **Play** to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.
8. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on **Yes**, go to step 8.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 4.
9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

On Mac OS X

1. Mac users cannot change their audio output (speaker) devices directly in Blackboard Collaborate Web Conferencing – Blackboard Collaborate uses the system default device. To change your output device, click on the speaker icon in the Select Audio Output Device dialog of the Audio Setup Wizard and make your changes in the System Preferences Sound Output panel. When done, click on **OK** to advance to the next panel of the wizard.
2. Play the recorded audio message provided and adjust your speaker (audio output device) volume to a suitable level. (Follow the instructions given in the dialog box.)
3. Confirm whether or not your speaker was set to an appropriate level.
   - If you clicked on **Yes**, go to the next step.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 1.
4. Select an audio input (microphone) device from the list or select the option *Use System Default Device*. Follow the instructions given in the dialog box.
5. (Mac OS X 10.5 and earlier only) Select your microphone type to get the best results when testing your microphone.
   - *Single Talker:* Select this option if using a headset or a microphone just for yourself.
   - *Multiple Talkers:* Select this option if using a single microphone to pick up multiple talkers, such as when you are in meeting room sharing the microphone with others. This is the default.
6. Press **Record** and adjust your microphone recording level as you speak into the microphone (audio input device). (Follow the instructions given in the dialog box.) Press **Stop** when you are done.
7. Press **Play** to listen to the recording you just made and, based on the loudness and clarity of the recording, determine if your microphone was set to an appropriate level.

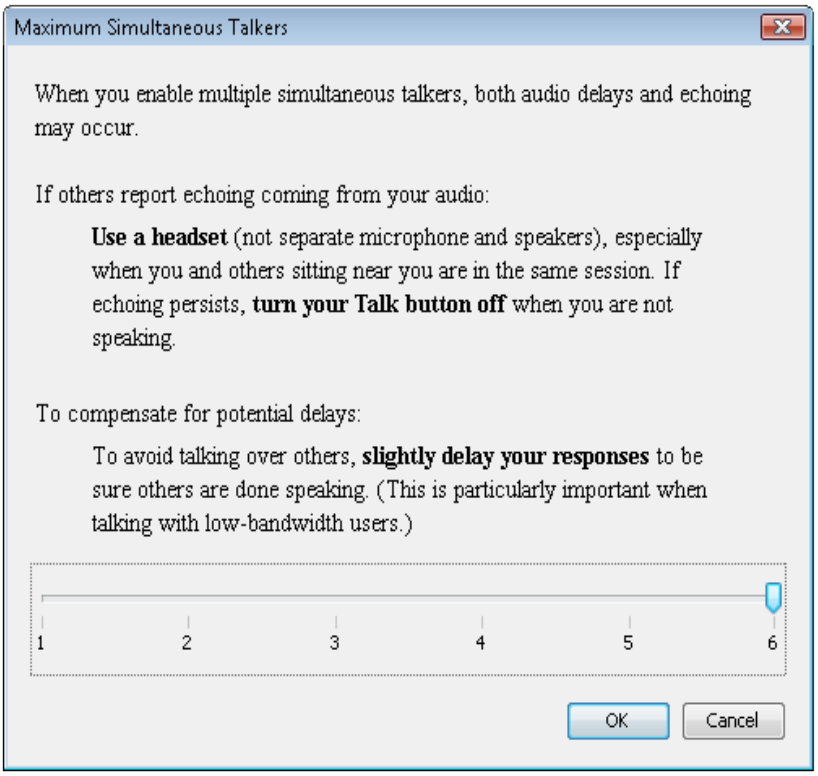
8. Confirm whether or not your microphone was set to an appropriate level.
   - If you clicked on **Yes**, go to the next step.
   - If you clicked on **No**, you are prompted to try again or cancel. Click on **Try Again** to go back to step 3.
9. Read the message in the dialog box and click on **OK** to complete Audio setup and exit the Audio Setup Wizard.

Configuring Simultaneous Talkers

As the Moderator, you can allow up to six simultaneous talkers per session. The default number of simultaneous talkers is set by the session creator when configuring the session.

> **Note:** If you lower the number of simultaneous talkers during a session to a value below the number of users currently talking, those users will continue to be able to talk until they release the **Talk** button, or you remove their permission to talk by removing their Audio permission in the Participants list.

1. Open the Maximum Simultaneous Talkers dialog in one of the following ways:
   - From the *Tools* menu select *Audio* and then *Maximum Simultaneous Talkers....*
   - From the Audio & Video panel Options menu, select *Maximum Simultaneous Talkers....*



2. Move the slider to the desired number of maximum simultaneous talkers.
3. Click **OK** to save your change and close the dialog, or **Cancel** to close the dialog box without saving your change.

Tip: If you have simultaneous talkers in a session, advise them to use either a headset or an echo-canceling microphone to prevent an echo for everyone else who will be listening.

Using Your Microphone

You can turn on your microphone in one of two ways:

- Click on the Talk button in the Audio & Video panel.
- Enter the keyboard shortcut Ctrl+F2 (Command-F2 on Mac).

To turn your microphone off, again click on the Talk button or use the keyboard shortcut. Notice that, when off, your Talk button contains the word Talk only but, when activated, also displays a blue microphone.

1 Talk button off

2 Talk button on

Tip: If your Talk button is inaccessible (grayed out) it may be because a Moderator has removed your Audio permission, the maximum number of simultaneous talkers has been reached or you are using the Telephony feature for audio communications.

Adjusting Microphone and Speaker Levels

The microphone level indicator (microphone icon) shows the volume levels when you are speaking and the speaker level indicator (speaker icon) shows the volume levels when someone else is speaking.

Tip: If all talkers have their microphones set properly, listeners won't need to keep adjusting their speakers to accommodate changes in volume. The best way to ensure proper microphone and speaker levels is to run the Audio Setup Wizard at the beginning of the session. See *Using the Audio Setup Wizard* on page 80.

Microphone Level

There are four ways to adjust your microphone level:

- **Audio & Video panel:** Grab the microphone level slider in the Audio & Video panel and drag it to the right to increase the volume and to the left to decrease the volume.

- **Options menu:** From Audio & Video Options menu, select either *Adjust Microphone Level Up* (to increase the volume) or *Adjust Microphone Level Down* (to decrease the volume).
- **Tools menu:** From the *Tools* menu, select *Audio* and then select either *Adjust Microphone Level Up* (to increase the volume) or *Adjust Microphone Level Down* (to decrease the volume).

- **Keyboard Shortcuts:** Enter Ctrl+Shift+Up Arrow (Shift-Command-Up Arrow on Mac) to increase the volume or Ctrl+Shift+Down Arrow (Shift-Command-Down Arrow on Mac) to decrease the volume.

Speaker Level

There are four ways to adjust your speaker level:

- **Audio & Video panel:** Grab the speaker level slider in the Audio & Video panel and drag it to the right to increase the volume and to the left to decrease the volume.

- **Options menu:** From Audio & Video Options menu, select either *Adjust Speaker Level Up* (to increase the volume) or *Adjust Speaker Level Down* (to decrease the volume).
- **Tools menu:** From the *Tools* menu, select *Audio* and then select either *Adjust Speaker Level Up* (to increase the volume) or *Adjust Microphone Speaker Down* (to decrease the volume).
- **Keyboard Shortcuts:** Enter Ctrl+Up Arrow (Command-Up Arrow on Mac) to increase the volume or Ctrl+Down Arrow (Command-Down Arrow on Mac) to decrease the volume.

Setting the Audio Permission for Participants

The Audio permission is included in the default set of Global permissions so all Participants are granted the permission to talk upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 27.)

There may be times when you want to turn the Audio (talk) permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Audio permission of Participants, their Talk buttons are disabled so they will not be able to use their microphones

Note: Participants will still be able to hear everything going on in the session (receive audio) and adjust their own microphone and speaker levels.

To remove the Audio permission from all Participants at once, deselect Audio in the Global Options menu or click on the Audio global permission icon at the top of the Participants list. To remove the Audio permission from an individual Participant, deselect Audio in their Participant Options menu. (For further details, see *Granting and Revoking Permissions to and from Participants* on page 30.)

Chapter 9

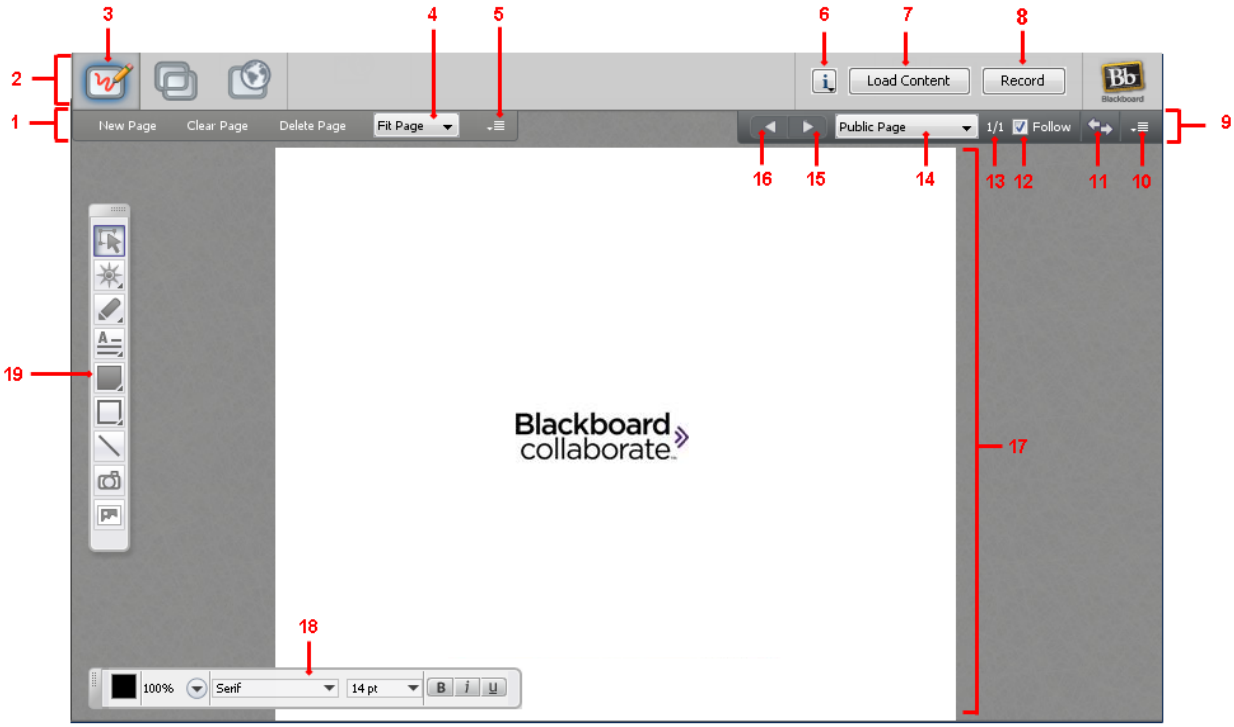
The Whiteboard

The Whiteboard is a type of content that, like Application Sharing and Web Tour, appears in the Content area and can be accessed through the Collaboration toolbar.

The Whiteboard is used to present slides or as a work area where you and other session attendees can display images, write, or draw. Moderators with the Whiteboard permission have the ability to manage the pages in the Whiteboard, the content of those pages, and Participants' permissions to work in those pages.

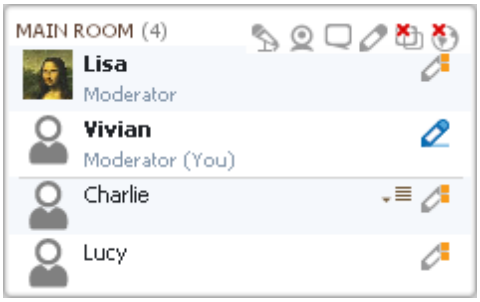
Note: Mobile device users can only view the Whiteboard, not add content or navigate through its pages. Log in to the session from a desktop or laptop computer if you want to conduct a Whiteboard presentation. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Whiteboard has the following components:



1	Whiteboard Action bar	11	Explore Mode button
2	Collaboration toolbar	12	Follow option
3	Whiteboard Mode button	13	Page counter
4	Scaling menu	14	Go to Page menu
5	Page Options menu	15	Next Page button
6	Information menu	16	Previous Page button
7	Load Content button	17	Whiteboard Page
8	Record button	18	Properties Editor palette
9	Navigation bar	19	Tools palette
10	Navigation bar Options menu		

When someone is loading content into the Whiteboard or using the Whiteboard tools, the blue Whiteboard activity indicator ( ) appears next to their name in the Participants list. In the example below, the Moderator Vivian is loading a presentation into the Whiteboard. Status indicators appear next to everyone else in the session as they are receiving the Whiteboard content. (For details on status and activity indicators, see *Whiteboard Activity, Permission and Status Indicators* on page 90.)



As a Moderator, you can use all the available Whiteboard features. Participants can use only a subset of the features, and only if they have been granted the Whiteboard permission. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants.

Feature	Moderators	Participants
Use drawing and text tools to create objects	✓	✓
Insert images, clip art and screen captures as objects	✓	✓
Save Whiteboard pages to a file (non-propriety Whiteboard only)	✓	✓
Print Whiteboard pages (non-propriety Whiteboard only)	✓	✓
Set Participant Whiteboard permissions	✓	
Navigate through Whiteboard pages	✓	
Manage pages in the Explore Pages window	✓	
Explore pages using Explore Mode	✓	
Change page properties	✓	
Load a Presentation/Open a Whiteboard file into the Main room.	✓	
Create a new Whiteboard page or page group in the Main room	✓	

Whiteboard Mode

In order to use the Whiteboard, the Content area must be in the Whiteboard mode. The Whiteboard mode is the default mode when a session begins.

For details on modes, see *The Content Area Modes*.

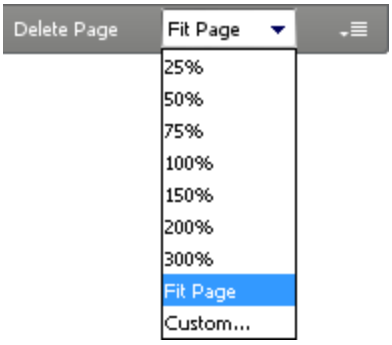
Caution: If you are in a session that has more than one Moderator, be careful not to inadvertently switch modes on another Moderator who is presenting content. Everyone in the session will follow you to the new mode.

If you are not already in Whiteboard mode, you can switch to it in one of the following ways:

- In the Collaboration toolbar, click the **Whiteboard Mode** button.
- In the *View* menu, select *Whiteboard*.
- Enter the keyboard shortcut Ctrl+Alt+W (Command-Option-W on Mac).

Scaling the Whiteboard Page

Whiteboard pages can be many times smaller or larger than the Content area. In order to make the canvas appear at the size most useful, the page can be scaled using the Scaling menu in the Whiteboard action bar.



Click the menu and select the desired scale factor. If the preferred factor is not available by default, click **Custom...** to enter type a factor into the dialog.

If **Fit Page** is selected, the page is automatically scaled as large or as small as it needs to be in order to fit into the Content area.

Maximizing the Content Area

Your other option is to resize the Whiteboard Content area.

You can optimize the space available in the Content area in two ways; for maximum space, do both:

- Maximize your Blackboard Collaborate Web Conferencing window.
- Hide the side bar (Audio & Video, Participants and Chat panels) by unselecting *Show Side Bar* in the *View* menu or by grabbing the border of any one of the panels and dragging it all the way to the left.

To restore the side bar, reselect *Show Side Bar* or drag the panel border back to the right.

Whiteboard Activity, Permission and Status Indicators

You can monitor the state of Whiteboard activity and permissions through indicators displayed in the Participants list of the Participants panel.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using the Whiteboard.

Activity Indicator	Meaning
	User is loading content into the Whiteboard or using the Whiteboard tools.
	Whiteboard permission is set globally to "on" but the Moderator has revoked Whiteboard permission from this user.
	Whiteboard permission is set globally to "off" but the Moderator has granted Whiteboard permission to this user.

Status Indicators

Status indicators appear on the Whiteboard activity indicator icons of Whiteboard users in the Participants list when content (presentations, images or objects) is being loaded into the Whiteboard.

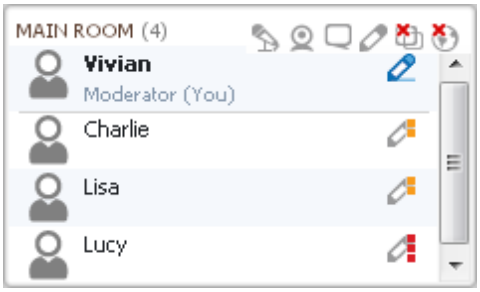
Note: Moderators see status indicators for all session attendees who are receiving content as it is being loaded into the Whiteboard. (This is the case regardless of whether the Moderator is the person loading the content or just a recipient of the content.) Participants do not see any status indicators.

- **Amber Indicator:** Indicates the session attendee is receiving Whiteboard content from the server.
- **Red Indicator:** Indicates the session attendee is still receiving content from the server for the Whiteboard page they are currently viewing – they cannot yet see all the content for that page.

When the red indicator disappears, you will know the session attendee can see all the objects on their current whiteboard page. When the amber indicator disappears, you will know the session attendee has received all of the Whiteboard data.

In the example below,

- the Moderator Vivian is loading content into the whiteboard, and
- Lucy, Lisa and Charlie are receiving Whiteboard content, with Lucy still receiving content on her current Whiteboard page.



Adding Content to the Whiteboard

A number of different kinds of content can be added to the Whiteboard. Everyone in the session can add objects using the Tools Palette (see *The Tools Palette* on page 96) and Moderators can load image, PowerPoint, OpenOffice and Whiteboard files (see *Loading External Content into the Whiteboard* on page 92).

Loading External Content into the Whiteboard

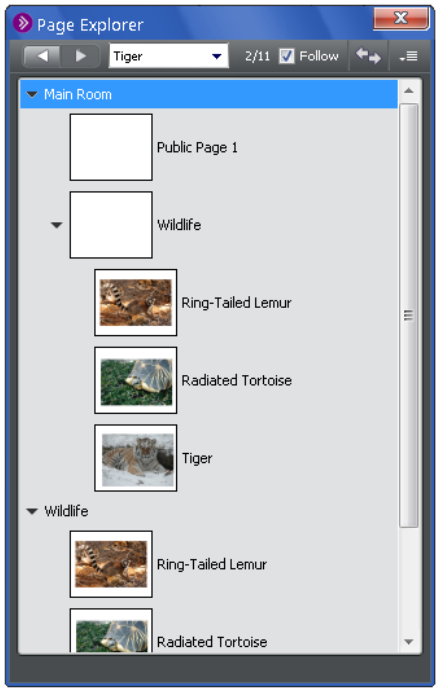
A number of different file types can be loaded into the Whiteboard as Whiteboard pages: Whiteboard files, image files and PowerPoint and OpenOffice.org presentations (see *Supported Content Types* on the facing page).

Before you load content into the Whiteboard, it is a good idea to check your content loading options in the Whiteboard Content Options preferences panel (see *Setting Whiteboard Preferences* on page 103).

Load your Whiteboard content through the Open submenu of the Page Explorer or File menu (see *Loading Content through the Load File Dialog* on next page).

The Page Explorer

The Page Explorer opens automatically when you load a file into the Whiteboard. It can be used for navigating through pages (see *Navigating Between Pages* on page 110 *Using the Page Explorer* on page 107



Supported Content Types

The following types of files can be loaded into the Whiteboard as Whiteboard pages:

- *Image Files:* .bmp, .gif, .jpg, .jpeg and .png files.
- *Whiteboard Files:* .wbd files.
- *Protected Whiteboard Files:* .wbp files.
- *PowerPoint and OpenOffice.org Files:* see following table.

The following table lists the PowerPoint and OpenOffice.org presentation applications that are supported on the various platforms and the file types that can be read by those applications and imported into the Whiteboard.

Platform	Supported Applications	Supported File Types
Windows XP	PowerPoint 2003	.ppt
	PowerPoint 2007	.ppt and .pptx
	PowerPoint 2010	.ppt and .pptx
	OpenOffice.org 3.1 and higher	.ppt, .pptx, .sxi and .odp
Windows Vista	PowerPoint 2007	ppt and .pptx
	PowerPoint 2010	.ppt and .pptx
	OpenOffice.org 3.1 and higher	.ppt, .pptx, .sxi and .odp
Windows 7	PowerPoint 2007	ppt and .pptx
	PowerPoint 2010	.ppt and .pptx
	OpenOffice.org 3.1 and higher	.ppt, .pptx, .sxi and .odp
Mac OS X 10.5 & 10.6	PowerPoint 2004	.ppt
	PowerPoint 2008	.ppt and .pptx
	OpenOffice.org 3.1 and higher	ppt, .pptx, .sxi and .odp
Linux (Ubuntu)	OpenOffice.org 3.1 and higher	ppt, .pptx, .sxi and .odp

Note: Various editions of OpenOffice.org (such as StarOffice and NeoOffice) exist but OpenOffice.org is the only edition officially supported by Blackboard Collaborate Web Conferencing.

Loading Content through the Load File Dialog

To load content into the Whiteboard, do the following:

1. Open the Load File dialog.
   a. **If in the main Content Area:**
      i. Move to the insertion page. Imported content will be loaded in relationship to the current Whiteboard page. By default, new content is added after the current page. To change this setting, see *Setting Whiteboard Preferences* on page 103.
      ii. Open the Load File dialog in one of the following ways:
         - From the *File* menu, select *Open* and then *Whiteboard...*.
         - Enter the keyboard shortcut Ctrl+O (Command-O on Mac). The Open dialog appears. Select Whiteboard and click **Open**.

b. **If in the Page Explorer:**

   i. Right-click (Control-click on a Mac) on the page after which you want the new Whiteboard pages added. The context menu will open.

   ii. From the context menu, select Open…

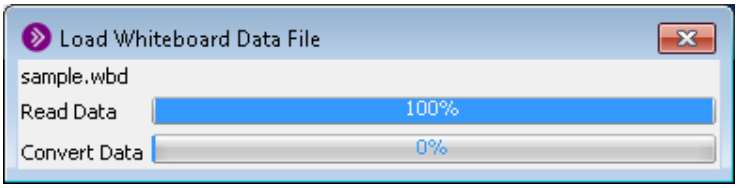
2. Select the file type you wish to load by selecting it from the *Files of type* drop-down menu.

> **Note:** Some file import options (e.g., *PowerPoint Importer* and *OpenOffice.org Importer*) will not appear if the supporting applications are not installed on your computer.

> **Note:** The file type you select not only will filter which files you will see in the Load File dialog box, but also controls which application to use to load a .ppt file – either PowerPoint or OpenOffice.org.

3. Locate the file you want to load and select it.

If you are loading a PowerPoint or OpenOffice.org presentation, the Load Whiteboard Data File window will open and show you the progress of the conversion of the PowerPoint file to a Whiteboard file.



Each presentation slide will be loaded onto a separate Whiteboard page as a static image in the background and the title from each slide will appear as the page name.

> **Tip**: If all of the pages are named Slide 1, Slide 2, etc. instead of the titles added to each PowerPoint slide, this means the PowerPoint slides were **not** created with a pre-configured layout with a title.

Images will be loaded onto a new Whiteboard page and will be centered on the page as a background image.

> **Note:** As the pages are being loaded into the Whiteboard, the Page Explorer window will open.

The Tools Palette

The Tools palette contains drawing and text tools you can use to create and manipulate objects in the workspace. It also has a pointer tool (see *Pointing to Things on the Whiteboard* on page 103), a tool to place screen captures on the Whiteboard and a clip art tool to add images from available clip art libraries.

Tools in the palette with a tabbed lower right corner have additional optional tools that can be swapped into their spot. Click and hold the tool to expand the options.

Participants have access to the Whiteboard tools if they have been granted the Whiteboard tools permission (see *Understanding Permissions*).

1 Selector tool
2 Pointer tools
3 Pencil tool
4 Text editor tool
5 Filled shape tools
6 Empty shape tools
7 Line tool
8 Screen capture tool
9 Clip art tool
10 Highlighter tool
11 Simple text tool

The Properties Editor

When you click on any of the text or drawing tools in the Tools palette, the Properties Editor palette will appear at the bottom of the Whiteboard. From here you can format your text or graphic by specifying various properties. The contents of the Properties Editor palette changes depending on which tool is being used or which objects are selected. For example, if you are using the Filled Ellipse or Filled Rectangle tool, the Properties Editor will present color buttons only.

The Properties Editor for the Simple Text and Text Editor tools contains buttons to set color, font, size and style properties.

Note: If you select two different kinds of objects, the Properties Editor Palette will display the attributes common to those objects.

Tip: When selecting the color of an object through the Properties Editor, click outside the color palette once to close the palette and then click a second time to start drawing.

Inserting Text

The Whiteboard has two text tools. The Simple Text tool creates text as an object directly on the canvas. The text can be manipulated just like a shape or image in a graphic design program. The Text Editor tool creates a bounding box for text, and the text inside can be edited as in a word processor or publishing program.

Using the Simple Text Tool

Follow the steps below to enter a single line of text:

1. Click on the Simple Text tool.

   If the Simple Text tool is not in the Tools Palette, click and hold the Text Editor tool until it expands to reveal the Simple Text tool icon, the click on the Simple Text tool.
2. Select the font name, color, size, bold, underline and/or italics from the Properties Editor.

3. Click the Whiteboard to place an insertion point, and then type the text.
4. Press Enter when you are done typing the line of text.

Note: The Simple Text Tool lets you type only one line of text at a time. You cannot insert a line break and the text does not automatically wrap to the next line when it reaches the edge of the Whiteboard page, as the Text Editor does.

Using the Text Editor Tool

Follow the steps below to enter multiple lines of wrapping text:

1. Click on the Text Editor tool.

   If the Text Editor tool is not in the Tools Palette, click and hold the Simple Text tool until it expands to reveal the Text Editor tool icon, then click on the Text Editor tool.

2. Single-click on the Whiteboard to create a text box of the default size (250 x 70 pixels). Alternatively, click and hold down the mouse button as you drag the cursor to create a text box of the desired size. Either way, the Properties Editor will appear at the bottom of the Whiteboard.
3. Select the font name, color, size, bold, underline and/or italics from the Properties Editor.
4. Type your text, pressing Enter when you want to create a new line of text within the text box.

Note: If the amount of text you type exceeds the space available in the text box, a scroll bar will appear on the right side of the text box. If you don't want the scroll bar, resize the text box to display all the text.

Note: The maximum number of characters that can be entered in a Text Editor object is 10,000.

Inserting External Links

You can insert links into Whiteboard text using either the Simple Text tool or the Text Editor tool. Anyone viewing your Whiteboard page will be able to click on your links to access an Internet site or send an email.

Note: To enter a link using the Simple Text tool, do not enter any text except that contained in the link. If you do, the link will not work.

Link Type	Syntax	Example
HTTP web site	http://	http://www.blackboardcollaborate.com
Secure HTTP web site	https://	https://addons.mozilla.org/
FTP site	ftp://	ftp://ftp.linuxfocus.org/
Email message	mailto:	mailto:docs@blackboard.com

Note: To launch a link, pass over the link with the Selection tool. The pointer will change to a hand. Single click on the link with the hand pointer. The application that opens the link will be specific to your system.

Inserting Special Symbols and Characters (Windows only)

To type a special symbol or character on the Whiteboard, locate the ANSII numeric code for the special symbols or character that you want to type (for a list of all available codes, see the *Moderator's Guide*) and follow these steps:

1. Select the Simple Text tool or Text Editor and click on the Whiteboard where you want to insert the symbol or character.
2. Make sure NUM LOCK is on.
3. Hold down the Alt key and then, using the numeric keypad, type the numeric character code for the character that you want to type. For example, to place the copyright symbol on the Whiteboard hold down the Alt key and enter the numeric character code 0169.

> **Note:** Some special characters only can be typed using **Bold** text. If the character you want does not appear when you enter the character code, select the character you typed and choose Bold from the Properties Editor.

Inserting Graphics

Use the following tools to insert graphics into the Whiteboard.

Tool	Options
Freehand	Select the color, transparency, and line thickness from the Properties Editor.
Line	Select the color, transparency, and line thickness from the Properties Editor.
Filled Shapes (rectangle and ellipse)	Select the color and transparency from the Properties Editor.
Empty Shapes (rectangle and ellipse)	Select the color, transparency, and line thickness from the Properties Editor.

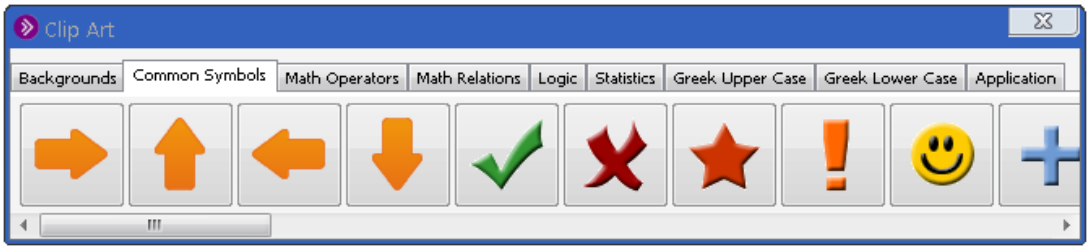
Tip: Holding down the Shift key while drawing the line will result in a horizontal, vertical or a line at a 45 degree angle depending on the direction that you draw it. Holding down the Shift key while drawing an ellipse will result in a circle. Holding down the Shift key while drawing a rectangle will result in a square.

Tip: When selecting the color of an object through the Properties Editor, click outside the color palette once to close the palette and then click a second time to start drawing.

Inserting Clip Art Images

Clip art images can be loaded from a Clip Art library of presentation and mathematical symbols. Follow the steps below to insert a clip art image on the Whiteboard:

1. Click on the **Insert Clip Art** button. The Clip Art dialog opens.



2. Select the tab that contains the clip art you wish to load.
3. Select (single-click on) the desired image.

> **Tip:** As you hover your mouse over an image, a tool tip will provide a description of the image.

4. Move your cursor to the desired position on the Whiteboard then click on the Whiteboard to anchor the image into position.

Inserting a Clip Art Background Image

Follow steps 1 to 3 above to add a background to your Whiteboard page from the Clip Art library. The selected image will be inserted in the background of the Whiteboard page so cannot be edited or moved.

> **Tip:** To remove the Clip Art background image, use the same process to select the blank white background image (on the far right).

Inserting Clip Art Images as Stamps

You can use clip art images as stamps, so you can repeatedly insert the same image over and over. To do so, double-click on the desired image in the Clip Art dialog.

Your cursor will change to a stamp icon. Click on the Whiteboard in as may places as you want to leave a stamp. The cursor will remain a stamp tool until you select a different clip art image or use one of the Whiteboard drawing tools.

Inserting Screen Captures

The Screen Capture tool creates an image of a portion of your desktop, any application, or web site and loads it into the Whiteboard.

> **Note**: You cannot take a screen capture of the Blackboard Collaborate application.

Follow the steps below to capture a screen image:

1. Click on the **Insert Screen Capture** button. A transparent frame appears with four buttons in the middle.

2. Click inside the frame and drag it into position on the screen so that the desired area is completely enclosed by it. Click and drag the edges of the frame to resize it.

   Switching between programs or performing certain other tasks under the frame may cause the frame to stop updating. Click **Refresh** to manually update the frame if this occurs.

3. Do one of the following:
    - Select the option **OK** to capture exactly what is enclosed in the frame at that moment.
    - Select **With Delay** to add a ten second delay before the frame is captured. This gives some time to position the cursor or other feature of the desktop that must be maintained with the mouse in order to be captured.
    - Select **Cancel** to close the frame without capturing an image.
4. The image appears on the Whiteboard. Position the image on the Whiteboard by dragging it to a new location and click on the Whiteboard region to anchor it in position.

Pointing to Things on the Whiteboard

When you want to draw people's attention to something on the Whiteboard, you can point to it using one of the Pointer tools.

1. Click and hold the Pointer tool in the Whiteboard Tools palette until it expands to reveal all available pointers.

2. Click on the desired pointer and, so others will see it as you move it around the Whiteboard, do one of the following:
    - Hold down the left or right mouse button as you move the pointer. Release the mouse button to stamp the pointer image on the Whiteboard.
    - To get the pointer to follow the mouse motion without having to hold down the mouse button, double-click anywhere on the Whiteboard and then move the pointer. To release this mode, click with the mouse again or select a different tool.

> **Note:** If you don't do one of the above, the pointer will be visible to only you.

Setting Whiteboard Preferences

The Whiteboard Content Options preferences panel is used to set content loading options and Whiteboard page size. To set the options, do the following:

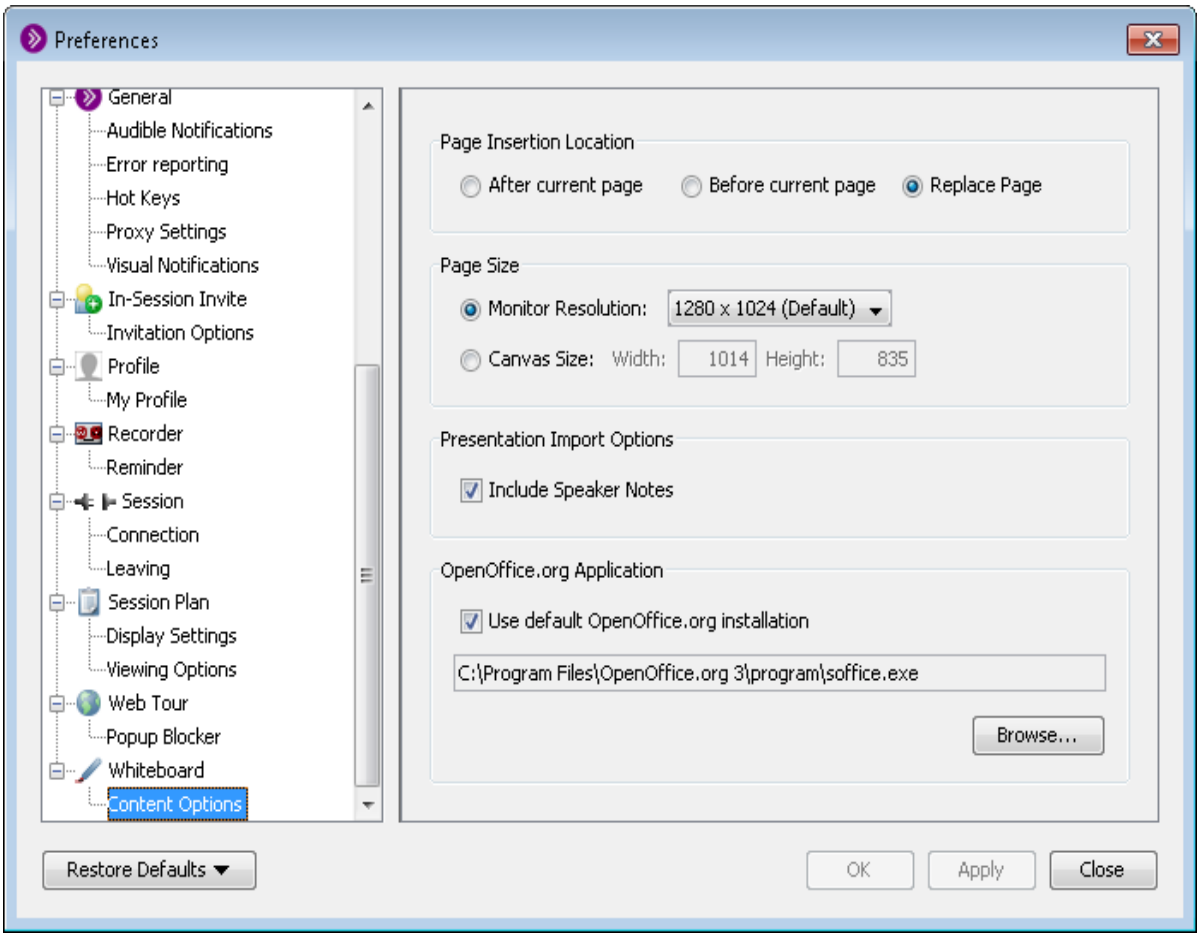
1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)

- Enter Ctrl+Comma (Windows & Linux)

  Enter Command-Comma (Mac OS X)

2. In the left pane of the Preferences dialog, select the *Content Options* preferences panel under *Whiteboard*. This opens the Whiteboard Content Options preferences panel.



3. Set the following options as needed:

   - *Page Insertion Location:* Select where you want newly loaded Whiteboard content to be placed in relation to existing pages: after the current page, before the current page or replace the current page.

> **Tip:** Before you load content into the Whiteboard, remember to move to the appropriate "current" page.

- *Page Size:* You can size your pages for a specific monitor resolution or you can specify the width and height in pixels.
  - If you select Monitor Resolution, use the drop-down menu to choose the appropriate resolution from the list. The default screen resolution is 1280 x 1024 pixels.
  - If you select Canvas Size, enter the Width and Height in the text boxes provided.

  Each of the Monitor Resolution options has a corresponding Canvas Size – they are just two ways of expressing the same thing. These options can be used interchangeably.

- *Presentation Import Options:* When selected, the *Include Speaker Notes* option will place the presenter notes from your imported PowerPoint or OpenOffice.org presentation into the Notes editor of all session attendees.
- *OpenOffice.org Application:* The OpenOffice.org executable will be found automatically on Mac and Windows systems if you select the option *Use default OpenOffice.org installation* (this is the default). If you wish to use an installation other than the default, unselect *Use default OpenOffice.org installation* and browse to the location of that installation.

4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

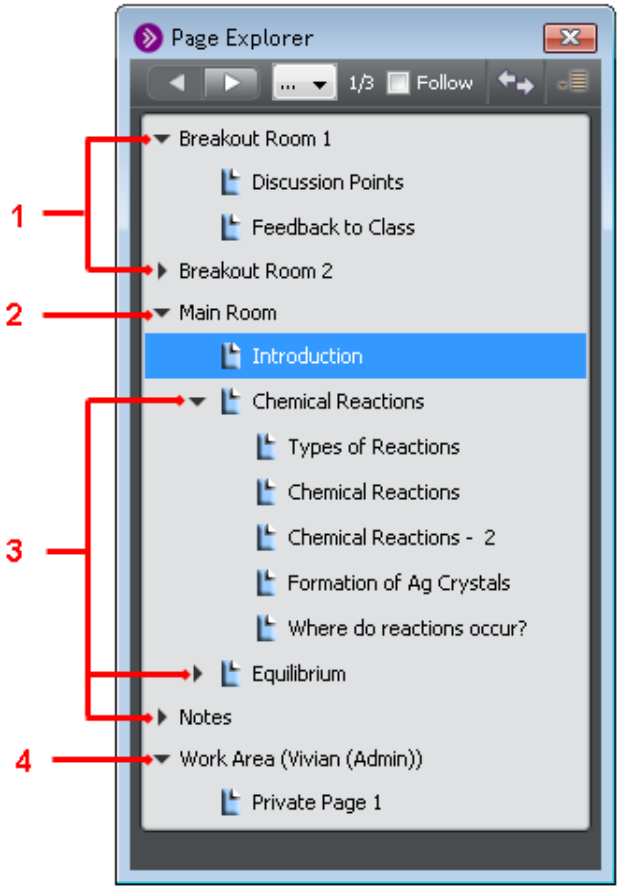
When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

Working with Whiteboard Pages

As a Moderator, you can add Whiteboard pages, organize pages hierarchically into groups, move pages between rooms and groups, change page properties and delete pages. You also can navigate freely between all pages and protect, print and save the Whiteboard.

Whiteboard Rooms and Groups

The Whiteboard consists of various areas that are visible in the Page Explorer. By default, you will see the Main room and your own private work area.



1. Breakout Rooms
2. Main Room
3. Page Groups
4. Private Work Area

The Main Room

When you first join a session, it will have one blank Whiteboard page in the Main Room. This work area is public and available to all session attendees.

Note: One blank page is the default, however, there may be more pages if the session was configured with a pre-loaded Whiteboard presentation.

Private Work Area

Each session attendee has their own private work area (*Work Area <User Name>*) with one blank page. No one else in the session, including Moderators, can view another's private work area.

Moderators can use their own private work area at any time. Participants can use their own private work areas only when they have been granted the page navigation permission by the Moderator.

Page Groups

Moderators can organize pages into distinct topics or presentations by creating page groups. Page groups can be inside or outside of a room and can be nested within other page groups.

Breakout Rooms

When a Moderator creates a new breakout room, it is created with one blank Whiteboard page. The breakout room and its pages are accessible to all Moderators and those Participants who have been moved into the breakout room.

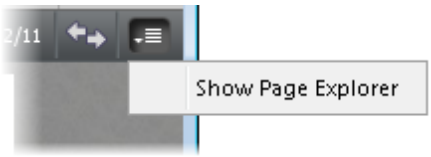
Using the Page Explorer

The Page Explorer enables you to easily navigate through and manage your Whiteboard pages.

> **Note:** Only Moderators can perform page management functions in the Main room and breakout rooms. Participants can manage pages only in their own private work areas. They can, however, copy pages from the Main room or breakout room to their private work areas.

To open the Page Explorer, do one of the following:

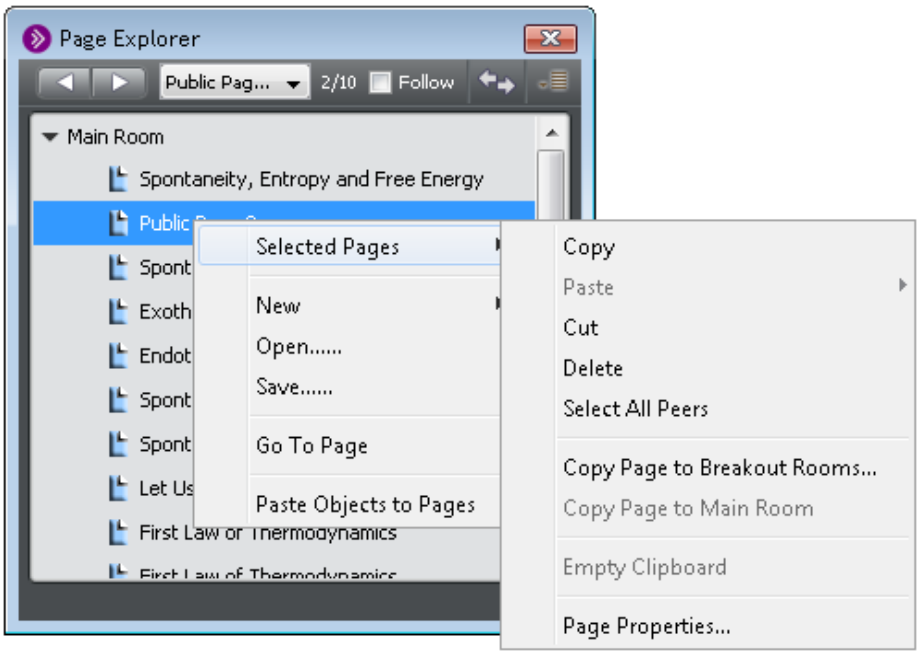
- Select *Show Page Explorer* from the Options menu in the Whiteboard Navigation bar in the upper right corner of the Content area.



- Type Ctrl+Shift+P (Command-Shift-P on a Mac).

> **Note:** The Page Explorer opens automatically when you load a file into the Whiteboard.

Page navigation functions are performed through the Navigation bar a the top of the Page Explorer (see *Navigating Between Pages* on page 110) and pages can be moved by dragging and dropping them (see *Rearranging and Duplicating Pages* on page 109). Page management functions are done through the Page Explorer context menu.



You can perform the following functions (as well as others) using the context menu:

- Cut, Copy, Paste and Delete pages (see *Cutting, Copying, Pasting and Deleting Pages* on page 115)
- Create new pages (see *Creating New Blank Pages* on page 113)
- Load Whiteboard, PowerPoint and image files (see *Loading Content through the Load File Dialog* on page 94)
- Save the Whiteboard (see *Saving Whiteboard Pages* on page 117)
- Move to the selected page (see *Navigating Between Pages* on page 110)

Selecting Pages in the Page Explorer

You can select one or more pages in the Page Explorer. Once you have done so, you can perform operations on the pages by opening the context menu with a right-click (Control-click on a Mac), selecting *Selected Pages* and then selecting the desired function.

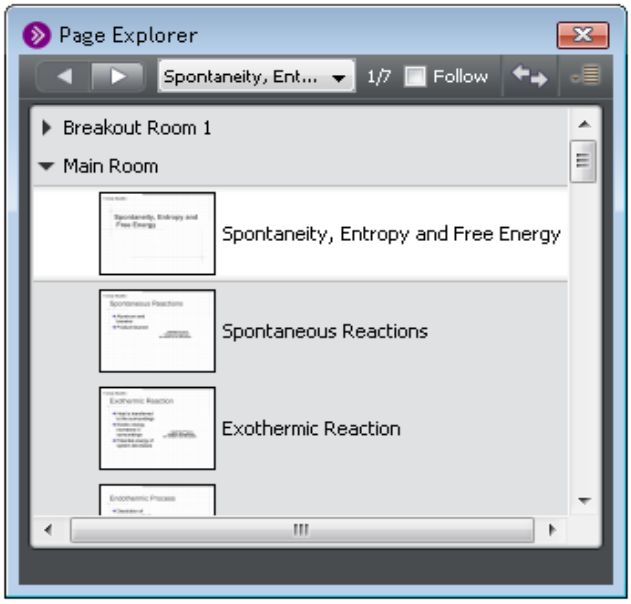
To select pages, do the following:

- **To select a single page**, click on the page.
- **To select multiple pages**, hold down Control (Command on Mac) as you click on pages, or hold the Shift key to select two pages and all pages between them.
- **To select all of the pages in a room or page group**, right-click (Control-click on a Mac) on a page in the desired room or page group, select *Selected Pages* from the context menu and then choose *Select All Page Peers*.

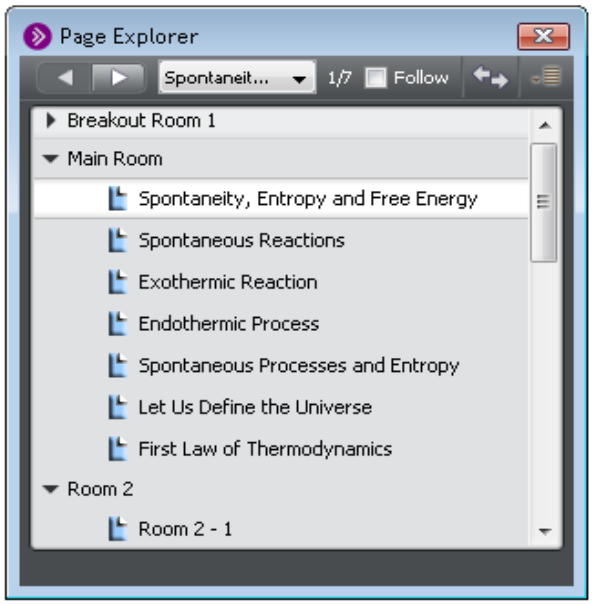
Viewing Thumbnails

Moderators can configure pages in the Explorer windows (Page Explorer, Object Explorer and the Select Page(s) dialog) to be displayed as either thumbnails or as icons. When the Moderator configures thumbnails, it changes the display for everyone in the session. Thumbnails are turned *on* by default.

Thumbnails On



Thumbnails Off



The functionality available in Explorer windows (such as copying, pasting, dragging/dropping, etc.) is identical in both views.

> **Note:** Blackboard Collaborate Web Conferencing will remember the thumbnail setting if you leave and rejoin the same session.

To turn off thumbnails, open the *Tools* menu and select *Whiteboard*, then uncheck *Show Thumbnails in Explorer Windows*. To turn thumbnails back on, re-check *Show Thumbnails in Explorer Windows*.

Rearranging and Duplicating Pages

Pages can be rearranged and copied using the Page Explorer. Participants can rearrange pages only in their own private work areas. Moderators can rearrange any pages.

To move a page, simply select and drag the page(s) to the desired position.

To duplicate a page, hold down the Control key (Option on Mac), click on the page which you want to copy, and drag it to the position where you would like place the duplicate. Release the mouse before releasing the Control key. (If you release Control first, you will end up moving the original page rather than copying it.) A plus (+) symbol overlaying the mouse cursor indicates that the page will be copied instead of moved.

Navigating Between Pages

To navigate between pages, you can use the Whiteboard navigation bar, the Tools menu, the Page Explorer (see *Using the Page Explorer* on page 107) or the Page Up and Page Down keys on your keyboard.

By default, Participants can navigate between pages in the Main room or move to their own private work areas only if a Moderator gives them permission to do so (by turning off the *Follow* option). By default, Participants can move freely in a breakout room but a Moderator can take that navigation permission away (by turning on the *Follow* option). For details on setting Whiteboard navigation permissions, see *The Follow Option* on page 112.

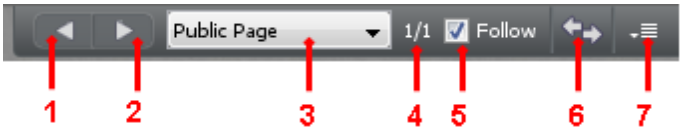
Note: If a Moderator moves to their own private work area while the *Follow* option is on, Participants are left on the last public page that the Moderator viewed.

Note: If the Whiteboard is protected, Participants will not see the Navigation bar and will not be able to navigate between any pages anywhere.

- To move to the next page:
  - In the Whiteboard Navigation bar or Page Explorer, click the **Next Page** button.
  - In the *Tools* menu, select *Whiteboard* followed by *Go to Next Page*.
  - Enter Alt + Page Down (Option-Page Down on Mac).
  - If focus is on the Go to Page menu of the Navigation bar, press the Down Arrow.
- To move to the previous page:
  - In the Whiteboard Navigation bar or Page Explorer, click the **Previous Page** button.
  - In the *Tools* menu, select *Whiteboard* followed by *Go to Previous Page*.
  - Enter Alt + Page Up (Option-Page Up on Mac).
  - If focus is on the Go to Page menu of the Navigation bar, press the Up Arrow.
- To move to any page that is not adjacent to another, in the Page Explorer, double-click on the desired page or right-click (Control-click on a Mac) on the page and select *Go to Page* from the context menu.

Using the Whiteboard Navigation Bar

The Whiteboard navigation bar enables you to move within between rooms and pages within those rooms. It is located in the upper right corner of the Content area whenever the Page Explorer is not open.

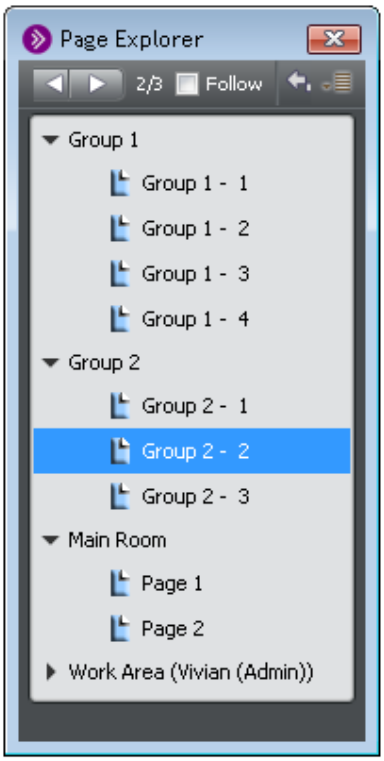


1	Previous Page button	5	Follow option
2	Next Page button	6	Explore Mode button
3	Go to Page menu	7	Navigation Options menu
4	Page Counter		

When the Page Explorer is open, the Navigation bar is located at the top of the Page Explorer window.

- Use the **Next Page** button and **Previous Page** button to move within the current room or page group. To go to a different room or group, double-click on the page or navigate to it using the Go to Page menu.
- Use the Go to Page menu to select and move to a particular page. When you move to a private page or a page belonging to a different room, or have Explore Mode activated, other Participants will remain on their current page.
- The Page Counter reflects the position of the current page within its page group. As a Moderator, you can turn the Page Counter on and off. For details, see *Using the Page Counter* on page 112.
- The *Follow* option lets you control whether or not others in the session will "follow" you as you navigate through pages in the Whiteboard. By default, it is enabled in the Main room and disabled in breakout rooms. For more information, see *The Follow Option* in the *Moderator's Guide*.
- Explore Mode enables a Moderator to navigate to other pages while leaving Participants on the current page when Explore Mode was activated. For more information, see *Explore Mode* on page 113.
- The Navigation Options menu contains a menu item to hide the Page Explorer. For more information, see *Using the Page Explorer* on page 107.

Using the Page Counter



The Page Counter helps you keep track of which page you are at relative to the others within the page group you are viewing.

For example, if your Whiteboard consists of the pages listed in the Page Explorer to the right, the following page counts would be displayed:

- The count of Group 2 -2 is 2/3 since it is the second of three pages in Group 2.
- The count of Page 2 is 2/2 since it is the second of two pages within the Main room.

As a Moderator, you can specify who (if anyone) will see the Page Counter. From the *Tools* menu, select *Whiteboard* followed by *Show Page Count* and select one of the three options: *Show to All*, *Show to Moderators Only* (default) and *Disable Page Count*.

The Follow Option

Whiteboard navigation permissions are controlled by the *Follow* option, which lets you control whether or not others in the session will "follow" you as you navigate through pages in the Whiteboard. By default, it is enabled in the Main room and disabled in breakout rooms.

Note: This default is set by the session creator in the session scheduling server.

Enable *Follow* when you want Participants in your current room (Main or breakout) to view the same page as you are viewing – presumably the page from which you are instructing.

Disable *Follow* when you want your Participants to work on (or just view) different Whiteboard pages in the current room or in their private work areas. When *Follow* is disabled, the Whiteboard Navigation bar and full Action bar will appear to Participants so they can freely move between pages in their current room or to their private work areas. When you disable *Follow*, the Participants (and other Moderators) will see a red border around their content area – a visual indication that they are free to roam. When you re-enable *Follow*, others will be brought to the page you are on currently. (If another Moderator re-enabled *Follow*, everyone will be returned to the page that Moderator is on.)

Note: If the Whiteboard is protected, Participants will not be able to navigate between pages anywhere, including to their private work areas.

To enable or disable *Follow*, simply check or uncheck the option's box.

Explore Mode

Explore Mode permits you to navigate through pages without moving other session attendees to those pages. Use Explore Mode when you want to lock others' view on your current Whiteboard page while you “roam” through different pages.

To initiate Explore Mode, do one of the following:

- From the *Tools* menu, select *Whiteboard* and then *Use Explore Mode*.
- Click on the **Explore** button in the Navigation bar.

To exit Explore Mode, just repeat the process.

When you exit Explore Mode, you will be returned to the same page the other session attendees are on – basically acting as a bookmark to bring you back to the page you left before you began exploring. However, if another Moderator moved to a different page, you will go to that page.

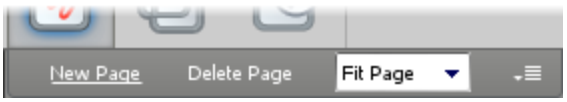
Tip: To show others in the same room a page to which you have roamed (in that room), disable and re-enable the *Follow* option. If you roamed to a page in a breakout room, *Follow* will automatically be disabled so you will just have to re-enable it.

Creating New Blank Pages

All new Blackboard Collaborate Web Conferencing sessions contain at least one Main room page and one private work area page for each session attendee. (Additional pages may also have been preloaded by the session creator.) You can add more pages using the **New Page** button in the Whiteboard Action Bar or in the Create New Pages dialog, where you can set further page options.

To create a single new blank page, click **New Page** on the Whiteboard Action bar. This creates a single new blank page after the page you are currently on and directly takes you to that page.

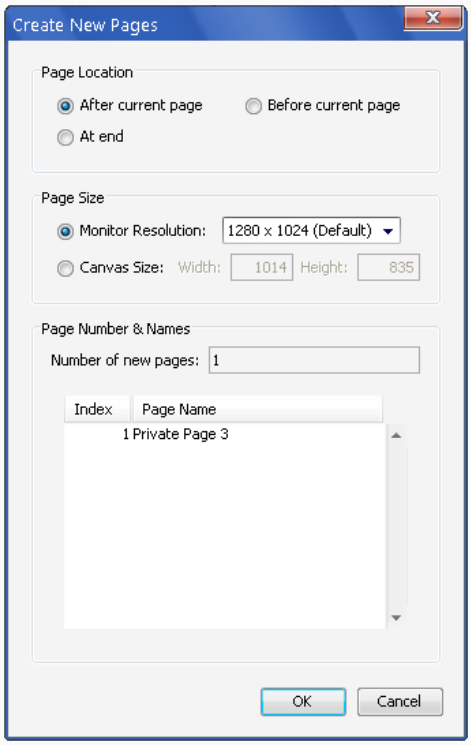
Note: If you have the *Follow* option turned on and are not in Explore Mode, all others in the same room as you will also go to the new page.



To create multiple pages or pages with more options, follow the steps below:

1. Open the Create New Pages dialog in one of the following ways:
   - In the *File* menu, select *New*, followed by *Whiteboard Page*.
   - In the Page Explorer, right-click (Control-click on the Mac) on a page or page group. Select *New* from the context menu, followed by *Whiteboard Page…*
   - Enter Ctrl+N (Command-N on the Mac) and select Whiteboard Page in the New dialog.
2. Under Page Location, select a position for the new page(s) relative to the current page.

   Note: If the dialog was opened through the Page Explorer, current page refers to the selected page in the Page Explorer rather than the currently viewed page.



3. Under Page Size, select or specify a canvas size. You can size your pages for a specific monitor resolution or you can specify the width and height in pixels.
   - If you select Monitor Resolution, use the drop-down menu to choose the appropriate resolution from the list. The default screen resolution is 1280 x 1024 pixels.
   - If you select Canvas Size, enter the Width and Height in the text boxes provided.

   Each of the Monitor Resolution options has a corresponding Canvas Size – they are just two ways of expressing the same thing. These options can be used interchangeably.
4. Under Page Number and Names, enter a number (up to a maximum of 99) in the *Number of new pages* text box. Click in the list of pages (below the text box) to see the new ones added. Each page will have a number along with a default Page Name, for example Public Page 2.
5. Optionally, edit the name of each page by double-clicking on the default name in the Page Name column and typing a new name.
6. Click **OK**. The pages are added sequentially in the position selected in Step 2.

Note: If multiple pages from multiple rooms or page groups were selected in the Page Explorer, pages will be added in the selected position in relation to each of them. For example, if you had two page groups selected and entered 1 for *Number of new pages*, two pages are created, one in each group. If the *Number of new pages* was 2, four pages would be created, etc.

Cutting, Copying, Pasting and Deleting Pages

You can cut, copy, paste, and delete pages from the Whiteboard. In the Page Explorer, you also can duplicate pages (see *Rearranging and Duplicating Pages* on page 109).

Cutting Pages

Cutting a Whiteboard page removes the page from its room or group and places it in the clipboard. The clipboard is overwritten whenever you cut or copy another page.

To cut a Whiteboard page, do one of the following:

- With the Navigation toolbar, navigate to the page you wish to cut and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page* followed by *Cut*.
- In the Page Explorer, select the page(s) you wish to cut and right click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Cut*.
- In the Page Explorer, select a page or pages and enter Ctrl+X (Command-X on a Mac).

You can now paste the cut page(s).

Copying Pages

Copy Page places a duplicate of the selected page in the clipboard. The clipboard is overwritten whenever you copy or cut another page.

To copy a page, do one of the following:

- Using the Navigation toolbar, navigate to the page you wish to copy and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page* and then choose *Copy*.
- In the Page Explorer, select the page(s) you wish to copy and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then select *Copy*.
- In the Page Explorer, select the page(s) you wish to copy and enter Ctrl+C (Command-C on a Mac).

You can now paste the copied page(s).

Pasting Pages

You must have previously cut or copied a page to have placed it in the clipboard. The last page(s) placed in the clipboard will be the page(s) that will be pasted. When pasting, you must identify one or more "target" pages in relation to which you want to paste the copied or cut page(s). If you identify more than one target page (e.g., three), the page(s) in the clipboard will be pasted once for each target page (e.g., in three places).

To paste a page, do one of the following:

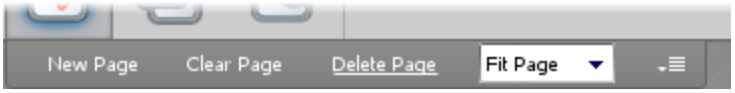
- Using the Navigation toolbar, navigate to the target page and then right-click (Control-Click on Mac) on the Whiteboard canvas to open the context menu. Select *Current Page*, followed by *Paste* and then select a position for the page. The options are *After*, *Before* and *At End*.
- In the Page Explorer, select one or more target pages or groups and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages*, select *Paste*, and then select a position for the pages. The options are *After*, *Before* and *At End*. If the pages in multiple page groups are selected, the page(s) in the clipboard will be pasted once to each room or group.
- In the Page Explorer, select one or more target pages or groups and enter Ctrl+V (Command-V on a Mac). The page(s) appear after the currently selected page(s) or at the end of the selected groups. If multiple pages or groups are selected, the page(s) in the clipboard will be pasted once to each room or group.

The page(s) appears in the selected position.

Deleting Pages

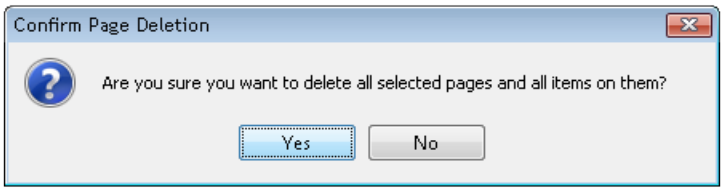
To delete a page permanently, do one of the following:

- Using the Whiteboard Action bar, navigate to the page you wish to delete and click *Delete Page* in the Whiteboard Action bar.



- Using the Navigation toolbar, navigate to the page you wish to delete and right-click (Control-Click on Mac) on the Whiteboard to open the context menu. Select *Current Page* and then *Delete*.
- In the Page Explorer, select the page(s) you wish to delete and press the Delete key.
- In the Page Explorer, select the page(s) you wish to delete and then right-click (Control-Click on Mac) to open the context menu. Select *Selected Pages* and then *Delete*.

You will be prompted to confirm whether or not you want to delete the page and its contents. Click **Yes** to complete the deletion.



Saving Whiteboard Pages

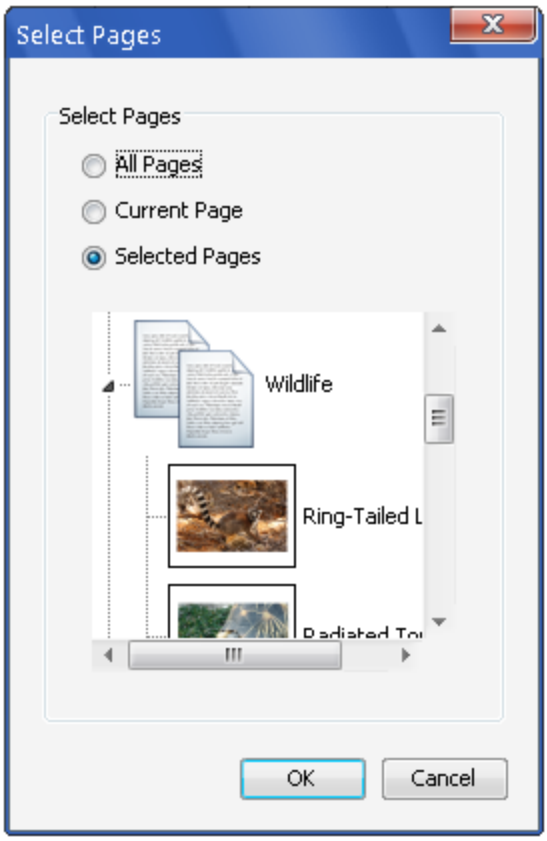
You can save the Whiteboard pages in Blackboard Collaborate Web Conferencing in the following formats:

- **WBD File** – When Whiteboard pages are saved as a Whiteboard file (.wbd), they are saved as one file that can only be imported and reviewed in a Blackboard Collaborate session.
- **WBP File** – When Whiteboard pages are saved as a Protected Whiteboard file (.wbp), they are saved as one file that can only be imported and reviewed in a Blackboard Collaborate session. These files are protected and cannot be printed, saved, or edited unless the Moderator removes the protection flag (by selecting *Tools*, then *Whiteboard*, and deselecting the command *Protect Whiteboard).*
- **PDF File** – When Whiteboard pages are saved as a PDF file (.pdf), they are saved as one file and can be reviewed outside of the Blackboard Collaborate environment.
- **PNG File** – When Whiteboard pages are saved as PNG files (.png), each page is saved as a separate image and can be loaded individually onto the Whiteboard as an image or used in an graphics editor application.

To save all or part of the Whiteboard, do the following:

1. If you want to save all pages in a room or group, navigate to that room or group. If you want to save a single page, navigate to that page. (See *Navigating Between Pages* on page 110.)
2. Open the Select Pages dialog by doing one of the following:
    - From the *File* menu, select *Save* followed by *Whiteboard…*
    - In the Page Explorer, select the page(s) and/or Group(s) you wish to save and then right-click (Control-Click on Mac) to open the context menu. Select *Save…*
    - Type Ctrl+S (Command-S on Mac). The Save dialog appears. Select *Whiteboard* and click on Save.

3. Choose whether you want to save **All Pages** in your current room or group, only the **Current Page** or **Selected Pages**. If you choose Selected Pages, a list of pages in the Whiteboard appears. Select the page(s) you wish to save. Use Shift or Control (same on Mac) to select multiple pages. Then click **OK**.
4. From the Save Whiteboard dialog, navigate to and open the file folder in which you want to save the Whiteboard.
5. Type a file name in the File name text box.
6. Scroll through the *Files of type* drop-down menu and choose the file format.
7. Click **Save** to save the file and close the Save Whiteboard dialog box.



Printing Whiteboard Pages

You can print individual pages, multiple selected pages and all the pages in a room orgroups.

1. If you want to print all pages in a room or group, navigate to that room or group. If you want to print a single page, navigate to that page. (See *Navigating Between Pages* on page 110.)
2. Open the Select Pages dialog by doing one of the following:
   - From the *File* menu, select *Print* and then choose *Whiteboard...*
   - Enter Ctrl+P (Command-P on Mac). The Print dialog appears. Select Whiteboard and click on Print.
3. Choose whether you want to print **All Pages** in your current room or group, only the **Current Page** or **Selected Pages**. If you choose Selected Pages, a list of pages in the Whiteboard appears. Select the page(s) you wish to print. Use Shift or Control (same on Mac) to select multiple pages. Then click **OK**.
4. The Page Set-up dialog box opens. Specify your preferences and click **OK**.

Note: If the Whiteboard is protected, no one, including the Moderator, can print any pages.

Setting Whiteboard Permissions for Participants

There are two types of Whiteboard permissions:

- The Whiteboard Tools Permission allows Participants to use the Whiteboard drawing tools. It is the primary Whiteboard permission (managed through the Participants list) and therefore simply referred to as the "Whiteboard permission".
- The Whiteboard Page Navigation Permission allows Participants to move between Whiteboard pages. It is a secondary permission that is managed by an option in the Whiteboard Navigation bar.

Whiteboard Tools Permission

By default, Participants may be granted the permission to use Whiteboard tools.

However, you may want to turn that permission off when you don't want Participants to be able to alter the content you are presenting. When you remove the Whiteboard tools permission, the Participant's Tools palette will disappear – preventing Participants from entering content in the workspace.

The Whiteboard permission is included in the default set of Global permissions so all Participants are granted the permission to use the Whiteboard tools upon joining the session. (Permissions must be turned on when the session is scheduled. For more information on configuration of Global permissions during session creation, see *Understanding Permissions* on page 27.)

> The Whiteboard permission does not enable Participants to create and manage pages. It is primarily a permission to create and manage objects.

There may be times when you want to turn the Whiteboard permission off – such as when you want to eliminate distractions and focus the Participants' attention on the information you are presenting. When you remove the Whiteboard permission from Participants, the Tools Palette is removed from their Whiteboard content areas.

> Participants will always be able to view Whiteboard pages.

To remove the Whiteboard permission from all Participants at once, deselect Whiteboard in the Global Options menu or click on the Whiteboard global permission icon at the top of the Participants list. To remove the Whiteboard permission from an individual Participant, deselect Whiteboard in their Participant Options menu. (For further details, see *Granting and Revoking Permissions to and from Participants* on page 30.)

Whiteboard Page Navigation Permission

By default, Participants cannot navigate to Whiteboard pages in the Main room – only in breakout rooms. The Whiteboard Page Navigation permission can be set so Participants can independently move to Whiteboard pages or to their private work areas. To give Participants this permission, disable the *Follow* option in the Whiteboard Navigation bar.

For details, see the *Moderator's Guide*.

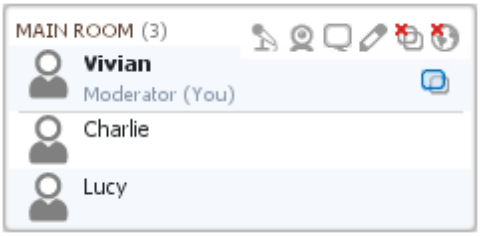
Chapter 10

Application Sharing

Application Sharing enables session participants to share their applications or entire desktops with others in the session. Application Sharing is a type of content that, like the Whiteboard and Web Tour, appears in the Content area. It is accessed through the Collaboration toolbar.

Note: Mobile device users cannot host or remotely control Application Sharing sessions, only view them. If you want to host an Application Sharing session, log in to the session from a desktop or laptop computer. For a list of features supported on mobile devices, see *Attending Sessions on Mobile Devices* on page 23.

You will know someone is hosting an Application Sharing session when the blue Application Sharing activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Application Sharing Activity, Permission and Status Indicators* on next page.) In the example below, Vivian is sharing an application or her desktop.



Moderators can use all the available Application Sharing features and Participants (with the Application Sharing permission) a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants (with permissions). (For details on permissions, see *Setting the Application Sharing Permission for Participants* on the facing page.)

Feature	Moderators	Participants
Host an Application Sharing session (application or desktop)	✓	✓
Submit a request to remotely control another's Application Sharing session	✓	✓
Give control of your Application Sharing session to another (and take back control)	✓	✓
Switch to Application Sharing mode	✓	✓
Grant Participants the Application Sharing permission	✓	

Application Sharing Activity, Permission and Status Indicators

You can monitor the state of Application Sharing activity and permissions through indicators displayed in the Participants list of the Participants panel.

Activity and Permission Indicators

The following table describes the icons displayed in the Participant list to indicate Moderator and Participant permissions and activity while using Application Sharing.

Activity Indicator	Meaning
	User is conducting an Application Sharing session.
	Application Sharing permission is set globally to "on" but the Moderator has revoked Application Sharing permission from this user.
	Application Sharing permission is set globally to "off" but the Moderator has granted Application Sharing permission to this user.

Status Indicators

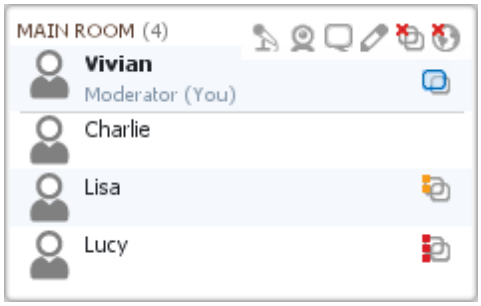
Status indicators appear on the Application Sharing activity indicator icons of people in the Participants list if they are experiencing delays in the receipt of Application Sharing content.

- **Amber Indicator:** Appears when receipt of Application Sharing content is moderately delayed.
- **Red Indicator:** Appears when receipt of Application Sharing content is significantly delayed. This may indicate a problem with the network connection and often will be followed by the user getting disconnected from the session.

> **Note:** Only the person currently hosting an Application Sharing session can see status indicators. Viewers do not see them.

In the example to the right,

- Vivian is sharing an application,
- Lisa is experiencing a moderate delay in receiving the Application Sharing content,
- Lucy is experiencing a significant delay in receiving the Application Sharing content, and
- Charlie is not having any problems receiving the Application Sharing content.



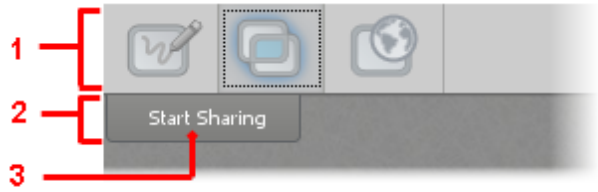
Setting the Application Sharing Permission for Participants

The Application Sharing permission is **not** included in the default set of Global permissions. Before Participants can host an Application Sharing session, you must explicitly grant them the Application Sharing permission.

> Participants do not need the Application Sharing permission to view another person's Application Sharing session.

To grant the Application Sharing permission to all Participants at once, select Application Sharing in the Global Options menu or click on the Application Sharing global permission icon at the top of the Participants list. To grant the Application Sharing permission to an individual Participant, select Application Sharing in their Participant Options menu. (For further details, see *Granting and Revoking Permissions to and from Participants* on page 30.)

When Participants have the Application Sharing permission (and no Application Sharing session is currently in progress), they will see a Start Sharing button in the Action bar below the Collaboration toolbar.



1 Collaboration toolbar

2 Action bar

3 Start Sharing button

The Application Sharing permission also enables Participants to request remote control of another's Application Sharing session or the desktop of Moderators or other Participants who also have the Application Sharing permission; in both cases, the request can be denied by the host.

Viewing a Shared Application

Application Sharing is displayed in the Content area, which contains an Application Sharing Action bar in the upper left corner. For Participants without the Application Sharing permission, the bar contains the *Scale to Fit* option only (see *Scaling the Shared Content* below).

Participants who have the Application Sharing permission have the additional option *Request Cursor Control*. For information on this feature refer to *Requesting Control of an Application Share from the Host*.

Scaling the Shared Content

The application or desktop area shared by the Host can be scaled to fit the Content area (the default) or viewed at its native size (same size as the Host).

To view the content at the same size as the Host, do one of the following:

- Uncheck *Scale To Fit* in the Action bar.
- From the *Tools* menu, select *Application Sharing* and then uncheck *Scale to Fit*.

To restore scaling, recheck *Scale To Fit*.

Maximizing the Content Area

Another option you have for viewing an Application Share is to resize the Content area.

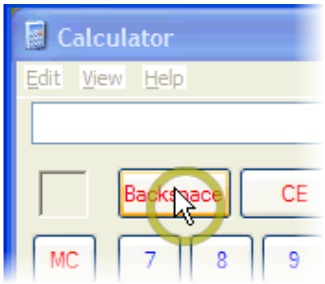
You can optimize the space available in the Content area in two ways; for maximum space, do both:

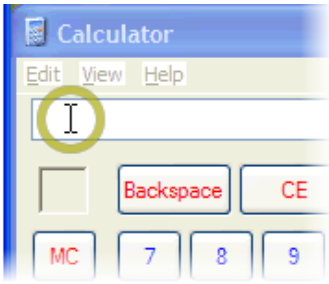
- Maximize your Blackboard Collaborate Web Conferencing window.
- Hide the side bar (Audio & Video, Participants and Chat panels) by unselecting *Show Side Bar* in the *View* menu or by grabbing the border of any one of the panels and dragging it all the way to the left.

To restore the side bar, reselect *Show Side Bar* or drag the panel border back to the right.

Emphasized Cursor

If the application host has turned on the option *Emphasize Cursor*, you will see their cursor surrounded with a circle (the default color is yellow), making it easier for you to follow.





Hosting an Application Sharing Session

Application Sharing Mode

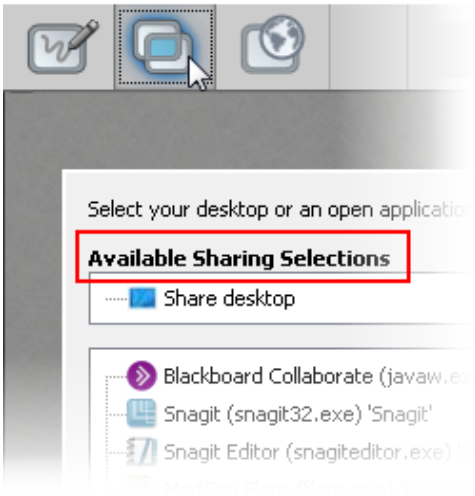
Before you can conduct an Application Sharing session, you must switch to Application Sharing mode in the Content area. (For details on modes, see *The Content Area Modes* on page 15.)

> **Caution:** Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

Switch to Application Sharing Mode in one of the following ways:

- In the Collaboration toolbar, click the **Application Sharing Mode** button.
- In the *View* menu, select *Application Sharing*.
- Enter the keyboard shortcut Control+Alt+A (Command-Option-A on Mac).
- In the *Tools* menu, select *Application Sharing* followed by *Start Sharing*....
- From the *Tools* menu, select *Application Sharing* followed by *Share Entire Desktop*. This will start Application Sharing immediately without opening the Available Sharing Selections dialog.

When in Application Sharing mode, the Available Sharing Selections dialog will open.



Starting an Application Share

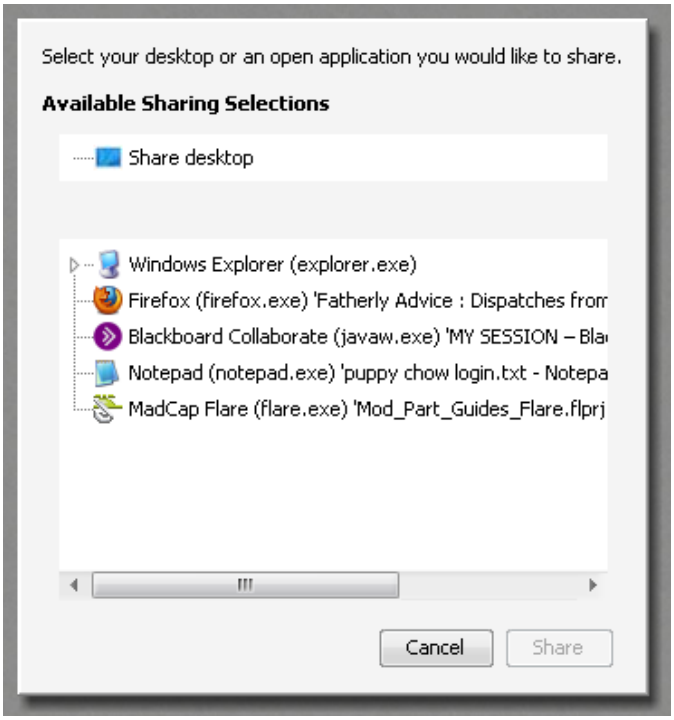
Before you can start an Application Sharing session, you must be in Application Sharing mode. For details, see *Application Sharing Mode* on previous page.

To start Application Sharing, do the following:

1. In the Available Sharing Selections dialog, click on **Share Desktop** or an available program window to select it. For programs with multiple available windows, click the arrow icon ▷ to expand the list if you wish to share only one window from the program.

   You can share multiple applications or windows by selecting them using Shift or Control.

Note: Minimized (Windows) or docked (Mac) program windows will not be available to share.



2. Click **Share** to begin sharing, or **Cancel** to close the menu without starting a share.

   If you wish to begin a new share after canceling, click the **Start Sharing** button in the Action bar or use the menu paths described in *Application Sharing Mode* on page 125. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

3. Move the window you wish to share to the front of the desktop. Obscured windows or portions of windows will not be visible to remote Participants.

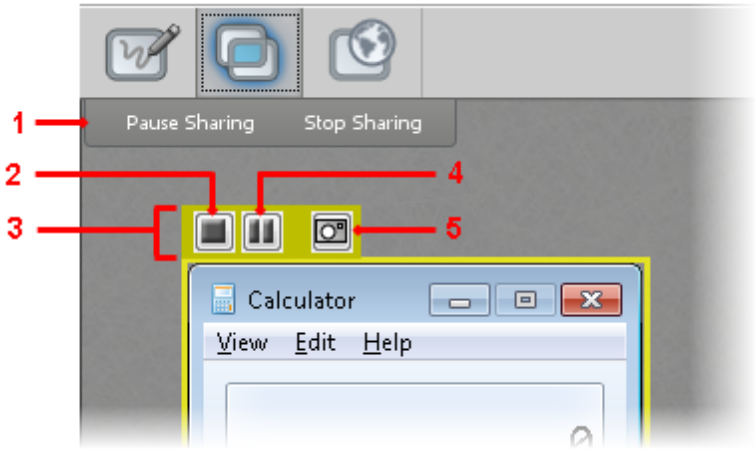
Tip: One helpful approach is to resize the window you intend to share so that it matches the dimensions and position of the Content area. That way you will be sure to have access to all of the Blackboard Collaborate Web Conferencing tools even while you are sharing.

The Application Share persists until it is closed or the host leaves the session. If a Moderator switches to Whiteboard or Web Tour mode, the share will still be active, but not visible until a Moderator switches back to Application Sharing mode. For more information refer to *Stopping an Application Share* on page 132.

The Host's View of Application Sharing

When you are the host of an Application Sharing session, by default your shared application or desktop will have a yellow border around it, making it easy to identify on your screen.

Attached to the border will be a controller (normally at the top but may move to the bottom, left side or right side if there is no room for it on the top) with buttons for stopping and pausing/resuming the application share and a button for sending a snapshot of the Application Sharing window to the Whiteboard. If the entire desktop is shared, the controller appears in the top right corner of the screen.



1 Host's Action bar
2 Stop Sharing button
3 Host's controller
4 Pause/Resume button
5 Send Snapshot to Whiteboard button

Controlling an Application Share

While running an Application Sharing session, a host can, for the most part, continue to use the program or desktop as usual. However, the Application Share itself can be stopped, paused, previewed, or captured.

Caution: If you are sharing an application that has a keyboard shortcut identical to one in Blackboard Collaborate, and focus is on Application Sharing, the shortcut will activate its associated command in the shared application, not in Blackboard Collaborate.

Pausing and Resuming an Application Share

A paused Application Share can be easily restarted later. To pause Application Sharing, do one of the following:

- In the Action bar, click **Pause Sharing**. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

- From the *Tools* menu, select *Application Sharing* and then *Pause Application Sharing*.
- In the Host's controller, click the **Pause** button.
- Switch to either Whiteboard mode or Web Tour mode. (For details, see *The Content Area Modes* on page 15.)

To resume Application Sharing, do one of the following:

- In the Action bar, click **Resume Sharing**. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

- From the *Tools* menu, select *Application Sharing* and uncheck *Pause Application Sharing*.
- In the Host's controller, re-click the **Pause** button.

Previewing an Application Share

Hosts can activate a small preview window to see how the shared application or desktop appears to others. This helps hosts know if part of a shared window is obscured or if the application share becomes frozen or lost.

To open the preview window, from the *Tools* menu select *Application Sharing* and then *Show Preview*.

Taking a Snapshot

Hosts can send a Snapshot of what is being shared to the Whiteboard. To capture an image and send it to the Whiteboard, do one of the following:

- Enter the keyboard shortcut, Control+Print Screen (Control-F13 on Mac).
- In the Host's controller, click the **Send Snapshot to Whiteboard** button.
- From the *Tools* menu, select *Application Sharing* and then
  - *Send Snapshot to Whiteboard*, to send an image of the current application share exactly as it is at that moment; or
  - *Send Snapshot to Whiteboard with Delay,* to take the Snapshot after a ten second delay.

Blackboard Collaborate Web Conferencing switches automatically to Whiteboard mode and pauses the Share until the host resumes it. The snapshot will be placed as the background image of a new Whiteboard slide, immediately after the current Whiteboard page. The title of the new page will be Application Sharing Image *x*, where *x* is an incremental number.

Giving Control of an Application Share to Another

There are two ways for a person to remotely control your shared application or desktop:

- You can delegate control to them.
- They can request control from you, which you can reject or approve.

Note: Participants do not need the Application Sharing permission to take control if you delegate control to them.

Those with control over a remote application or desktop can move the mouse cursor, click, and type. The host of the application share also retains control at all times, and can revoke control from the remote controller at any time. Only the host and one other person can share control at once.

When sharing an application window or a program, the remote participant's control is limited only to that application. The participant has no access to other areas of the host's desktop.

Caution: Be very careful when giving remote control access to your desktop as the remote controller has full user control over your computer. Do not leave your remotely controlled session unattended.

Delegating Remote Control

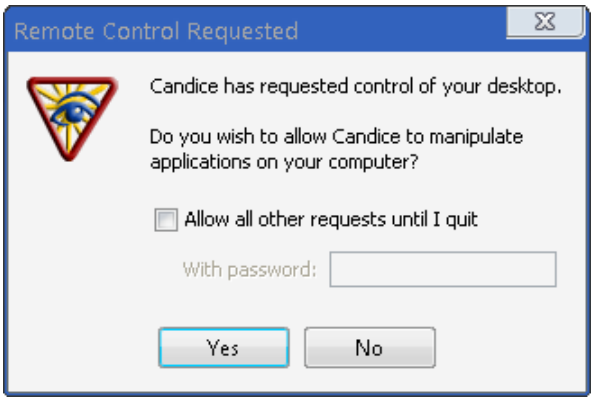
To pass control of an Application Share that you are hosting to another person, do one of the following:

- Right-click (Control-click on Mac) on the desired person in the Participants list and, from the context menu, select *Give Control of Shared Applications*.
- Open the Participant Options menu of the desired person in the Participants list and select *Give Control of Shared Applications*.
- Select the desired person in the Participants list. From the *Tools* menu select *Application Sharing* followed by *Give Control of Shared Applications*.

The person remotely controlling your Application Share will have joint control over your cursor until you revoke it (see *Revoking Control* on next page) or they voluntarily end their control (see *Giving Control of an Application Share to Another* on previous page).

Granting a Request for Control of an Application Share

Moderators and Participants with the Application Sharing permission can initiate a request for control of your shared application or desktop (see *Requesting Control of an Application Share from the Host*). When someone requests control, you will see the Remote Control Requested dialog appear on your screen:



- To allow a participant access to the desktop one time, click **Yes**.
- To allow future requests for control from any participant with the appropriate permissions without requiring approval, check **Allow all other requests until I quit**. This setting lasts until the host exits the session.

  To require a password from Participants who request control, enter the password in the field below. Participants who request control will be prompted for this password without notifying the host.
- To deny the Participant access to the desktop one time, click **No**.

Caution: Be very careful when giving remote control access to your desktop as the remote controller has full user control over your computer. Do not leave your remotely controlled session unattended.

Revoking Control

To revoke a person's ability to remotely control your Application Share (whether you delegated control or the person requested it), do one of the following:

- Type the keyboard shortcut for revoking control. The default is Control+Space (Command-Space on Mac).
- Right-click (Control-click on Mac) on the desired person in the Participants list and, from the context menu, select *Take Away Control of Shared Applications*.
- Open the Participant Options menu of the desired person in the Participants list and select *Take Away Control of Shared Applications*.
- From the *Tools* menu, select *Application Sharing* followed by *Take Away Control of Shared Applications*.

Stopping an Application Share

To stop an Application Sharing session, do one of the following:

- Enter the keyboard shortcut, Control+Shift+S (Control-Shift-S on Mac).
- In the Action bar, click **Stop Sharing**. (If you have the Hosting preference *Hide content area* turned on, the Action bar will not be visible.)

- From *Tools* menu, select *Application Sharing* followed by *Stop Sharing*.

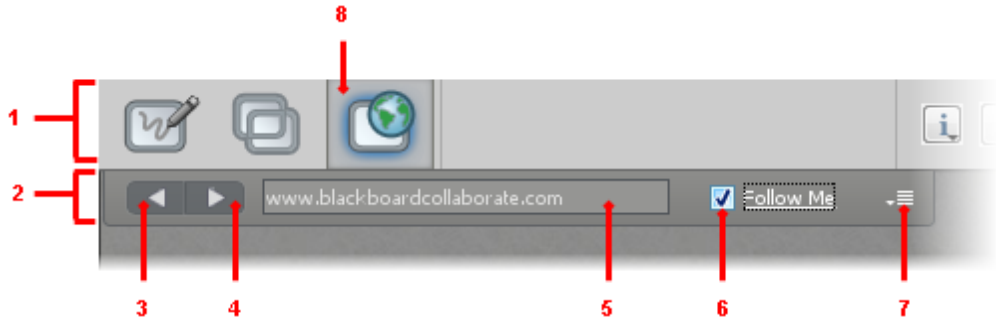
Chapter 11

Web Tour

The Web Tour feature enables session participants to share web pages with others in the session. Web Tour is a type of content that, like the Whiteboard and Application Sharing, appears in the Content area. It is accessed through the Collaboration toolbar.

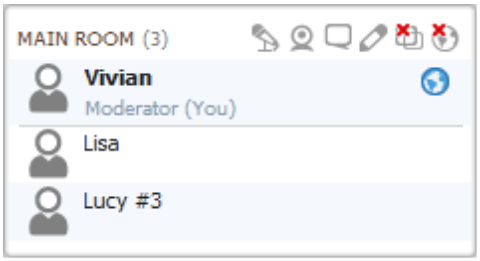
Note: This feature is not supported on mobile devices. For a list of features that are supported, see *Attending Sessions on Mobile Devices* on page 23.

The Web Tour interface has the following components:



1	Collaboration toolbar	5	Address text box
2	Navigation bar	6	Follow Me option
3	Back button	7	Options menu
4	Forward button	8	Web Tour Mode button

You will know someone is hosting a Web Tour when the blue Web Tour activity indicator ( ) appears next to their name in the Participants list. (For details on activity indicators, see *Web Tour Activity and Permission Indicators* on the facing page.) In the example below, Vivian is hosting a Web Tour.



Moderators can use all the available Web Tour features and Participants a subset of those features. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants with the Web Tour permission enabled. (For details on permissions, see *Setting the Web Tour Permission for Participants* on page 138.)

Feature	Moderators	Participants
Conduct a Web Tour	✓	✓
Publish a URL to the Chat conversation pane	✓	✓
Switch to Web Tour mode	✓	✓
Grant Participants the Web Tour permission	✓	

Web Tour Mode

Before you can conduct a Web Tour, you must switch to Web Tour mode in the Content area. (For details on modes, see *The Content Area Modes* on page 15.)

> **Caution:** Be careful not to inadvertently switch modes on someone else who is presenting content. Everyone in the session will follow you to the new mode.

Switch to Web Tour Mode in one of the following ways:

- In the Collaboration toolbar, click the **Web Tour Mode** button.
- In the *View* menu select *Web Tour*.
- Enter the keyboard shortcut Ctrl+Alt+U (Command-Option-U on Mac).

Web Tour Activity and Permission Indicators

You can monitor the state of Web Tour activity and permissions through indicators displayed in the Participants list of the Participants panel. These indicators are described in the following table.

For details about permissions, see *Understanding Permissions* on page 27.

Activity Indicator	Meaning
	User is conducting a Web Tour (or Web Push).
	Web Tour permission is set globally to "on" but the Moderator has revoked Web Tour permission from this user.
	Web Tour permission is set globally to "off" but the Moderator has granted Web Tour permission to this user.

Starting a Web Tour

Before you can start a Web Tour, you must be in Web Tour mode. For details, see *Web Tour Mode* above.

To start a Web Tour, do the following:

1. Enter the URL of the desired web site in the Address text box of the Web Tour navigation bar.

2. Press **Enter**.
3. (Optional) Uncheck the *Follow Me* option if you want others to be able to freely browse the web site, independent of the pages to which you browse. (For details, see *The Follow Me Option* below.)

Conducting a Web Tour

Within the Web Tour, you can navigate through the current web site by clicking on links or can move to a different web site by entering a new URL in the Address text box. As you move between web pages, Web Tour maintains a history of where you have been. You can use the Back and Forward buttons to move between the pages kept in the history.

Note: Do not use Web Tour for password-protected websites. Viewers of the web tour will not be able to follow you past the login screen. To share password-protected sites, use Application Sharing to share your desktop or web browser.

The Follow Me Option

By default, your *Follow Me* option is selected when you switch to Web Tour mode. With *Follow Me* selected, session attendees will be able to freely browse to other pages in the Web Tour, independent of the pages to which you browse. However, when you move to a new page, they will be redirected to your new page.

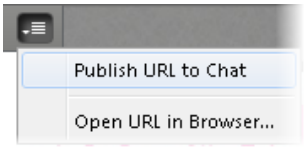
Note: There is one exception: users cannot follow you to web pages protected by login credentials. They will see an error such as "The web page cannot be found."

If you don't want to push them to your new pages, unselect the *Follow Me* option.

When you start a Web Tour, you are automatically the "tour guide". However, a Moderator, or Participant with the Web Tour permission, can take control of the Web Tour by selecting **their** *Follow Me* option. Your *Follow Me* option will be unselected. You can take back control by selecting it again.

Publishing URL to Chat Panel

Moderators, and Participants with the Web Tour permission, can publish the URL of the current web page to the Chat Conversation pane so it is accessible to (clickable by) everyone. To do so, select *Publish URL to Chat* from the Web Tour Options menu.



Stopping the Web Tour

To stop the Web Tour, do one of the following:

- Unselect the *Follow Me* option.
- Switch to Whiteboard or Application Sharing mode. (For details, see *The Content Area Modes* on page 15.)

Viewing a Web Tour

A Web Tour is a type of content, and appears in the Content area like the Whiteboard and Application Sharing.

Once someone starts a Web Tour, you can freely navigate to other pages within the website by clicking on links or using the Back and Forward buttons. However, if the Host of the Web Tour has selected the *Follow Me* option, you will be redirected to the Host's current page whenever the Host moves to a new page.

> **Note:** There is one exception: you cannot follow the Host to web pages protected by login credentials. You will see an error such as "The web page cannot be found."

For more information on Follow Me, see *The Follow Me Option* on previous page.

Optimizing the Content Area

The Web Tour content often may not fit into your Content area so you will have to use the scroll bars to view web pages.

You can optimize the space available in the Content area in two ways; for maximum space, do both:

- Maximize your Blackboard Collaborate Web Conferencing window.
- Hide the side bar (Audio & Video, Participants and Chat panels) by unselecting *Show Side Bar* in the *View* menu or by grabbing the border of any one of the panels and dragging it all the way to the left.

To restore the side bar, reselect *Show Side Bar* or drag the panel border back to the right.

Setting the Web Tour Permission for Participants

The Web Tour permission is not included in the default set of Global permissions. Before Participants can conduct a Web Tour, you must explicitly grant them the Web Tour permission.

> Participants do not need the Web Tour permission to view another person's Web Tour.

To grant the Web Tour permission to all Participants at once, select Web Tour in the Global Options menu or click on the Web Tour global permission icon at the top of the Participants list. To grant the Web Tour permission to an individual Participant, select Web Tour in their Participant Options menu. (For further details, see *Granting and Revoking Permissions to and from Participants* on page 30.)

When Participants have the Web Tour permission, their Web Tour Action bar in the Collaboration toolbar will be enabled.

1 Collaboration toolbar

2 Action bar

Chapter 12

Interactive Recordings

As a Moderator, you can record a session and play it later by clicking on a link. You may want to provide the link to those who missed the session or to those who attended but would like to review the session. Or you may want to record sessions for archival purposes.

> **Note:** Interactive recordings cannot be watched on mobile devices, however, recordings can be converted to MP3 and MP4 formats, which **can** be viewed on mobile devices. However, not all institutions support conversion of recordings to MP3 and MP4 formats, so consult your system administrator for details.

All activity that occurs in the Main room of the session will be recorded, except for private Chat messages, the Timer and personal Notes. (Only the activity in the main Blackboard Collaborate Web Conferencing room will be recorded. Anything that occurs in a breakout room will not be recorded.)

As the recording progresses, Blackboard Collaborate inserts index entries to mark significant events within the session. Anyone viewing the recording can navigate through the recording to points marked with index entries.

You can start or stop recording at any time during the session. You also can erase the recording at any time during the session.

Note: Some sessions, when created, may have been set to record automatically. If this is the case, you cannot start, stop or erase the recording. See your System Administrator if you wish to control the recording of your session.

As a Moderator, you can use all the available Interactive Recording features. Participants cannot record sessions, but they can play them. In the following table, a checkmark indicates which functions can be performed by Moderators and which can be performed by Participants.

Feature	Moderators	Participants
Live Recording Features		
Record a session (start, pause, resume and stop)	✓	
Erase a recording while in a session	✓	
Manually add an index entry to a recording	✓	
Playback Features You are neither a Moderator nor a Participant when you play a recording, so your role is not relevant during playback.		
Play, pause, resume and stop a recording	✓	✓

Recording Your Sessions

When you launch into a new session, if the session is not configured to be recorded automatically, by default you will be prompted to record the session.

This dialog is presented to every Moderator. When you dismiss this dialog, you dismiss it for yourself only – other Moderators will continue to see it until they dismiss their own dialogs.

To turn this reminder off for future sessions, select the option *Don't remind me again* and close the Recording Reminder dialog. You can turn the reminder back on for future session, using the Preferences dialog. (For details, see *Configuring the Recording Reminder Dialog* on page 143.)

Starting a Recording

To start recording your session, or resume a stopped recording, do one of the following:

- Click the Record **Record** button in the Collaboration toolbar.
- From the *Tools* menu, select *Recorder* and then *Record*.
- Enter the keyboard shortcut Ctrl+Shift+R (Command-Shift-R on Mac).

Session attendees will be able to tell that the session is being recorded in the following ways:

- For Moderators, the Record button on the Collaboration toolbar changes to the **Recording** button.

  Recording

- For Participants, a red Recording icon appears in the Collaboration toolbar.

  Recording

- For everyone, the audible notification "Recording started" is played. (If they are using the telephone for audio communications, they will not hear it.)

> **Note:** Those who join the session after recording has already resumed, will hear the audible notification "Recording in progress."

Stopping a Recording

At any time during your session, you can stop or pause the recording by doing one of the following:

- Click the Recording **Recording** button in the Collaboration toolbar.
- From the *Tools* menu, select *Recorder* and unselect *Recording*.
- Enter the keyboard shortcut Ctrl+Shift+R (Command-Shift-R on Mac).

You can start and stop the recording as many times as you like during your session.

> **Tip:** You do not need to stop and start recording your session to prevent periods of inactivity from being recorded. Blackboard Collaborate automatically condenses periods of inactivity to optimize the recording length.

Session attendees will be able to tell that the recording has been stopped or paused in the following ways:

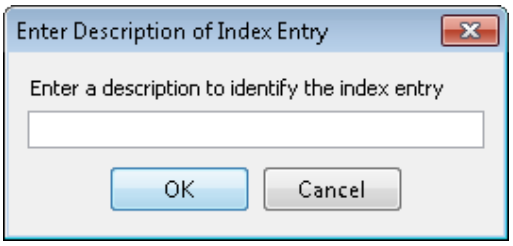
- For Moderators, the Recording button on the Collaboration toolbar changes back to the Record button.

- For Participants, the red Recording icon disappears from the Collaboration toolbar.
- For everyone, the audible notification “Recording stopped” is played. (If they are using the telephone for audio communications, they will not hear it.)

Manually Adding an Index Entry

As a recording progresses, Blackboard Collaborate Web Conferencing inserts index entries to mark significant events within the session. If the automatic indexing does not mark a spot in your session that you want to be able to reference later when you play the recording (such as when you begin a discussion or take a break), you can manually add an index entry.

1. Open the Enter Description of Index dialog box in one of two ways:
   - From the *Tools* menu select *Recorder* and then *Add Index Entry*....
   - Enter Ctrl+Shift+I (Command-Shift-I on Mac)

2. Enter a description for your index entry.
3. Click on **OK** to add the index entry or **Cancel** to close the dialog without saving an index entry.

Note: The index entry is created for the place you are at in the recording when you click on **OK** – not when you open the Enter Description of Index dialog.

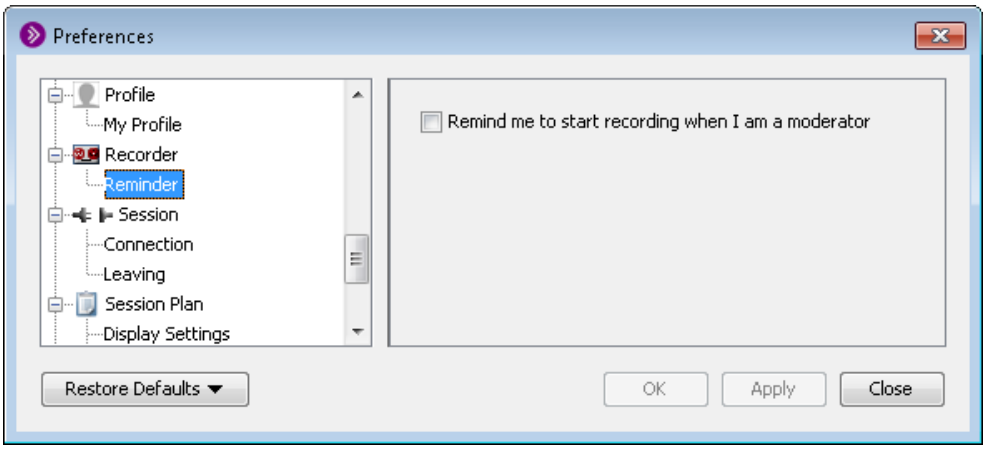
Configuring the Recording Reminder Dialog

If you selected the option *Don't remind me again* in the Recording Reminder dialog, you can turn the reminder back on for future sessions through the Preferences dialog:

1. Open the Preferences dialog in one of the following ways:
    - From the *Edit* menu, select *Preferences...* (Windows & Linux)

      From the Blackboard Collaborate Web Conferencing menu, select *Preferences* (Mac OS X)
    - Enter Ctrl+Comma (Windows & Linux)

      Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, select Reminder under Recorder. The Recorder preference panel appears.



3. Select the option *Remind me to start recording when I am a moderator*.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, Blackboard Collaborate Web Conferencing will remember the settings each time you join another session on the same computer.

Erasing a Recording

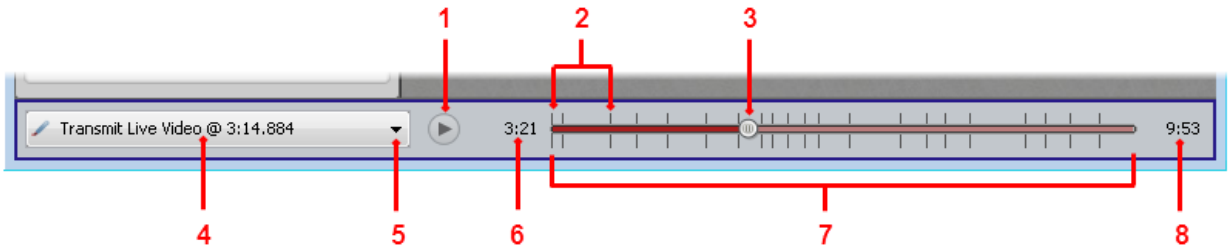
At any time in the session, you can erase the content of the recording up to that point.

1. From the *Tools* menu select *Recorder* and then *Erase Recording*. A dialog box appears, asking you to confirm that you want to erase the recording.
2. Click on **OK** to erase the recording or **Cancel** to keep the recording.

Playing a Recording

A recording is played by clicking on a recording link. Access to recordings will be dependent on your organization's administrative interface. Please contact your administrator for more information on accessing recording links.

To open the recording, click on the recording link. A Blackboard Collaborate Web Conferencing window will open. Use the Playback Controller panel at the bottom the window to start, stop, pause/resume and navigate through the recording.



1 Play/Pause button
2 Index Entry marks
3 Playback Slider indicator
4 Current Index Entry
5 Show Index Entry Menu button
6 Playback Time indicator
7 Playback slider
8 Total Recording Time

To play a recording or resume a paused a recording:

- Click the **Play** button (to play at normal speed).
- From the *Playback* menu, select *Player* and then *Play* (to play at normal speed).
- From the *Playback* menu, select *Player* and then *Fast Forward* (to play at an accelerated speed).

> **Note:** Video, Multimedia, Web Tour and File Transfer are not displayed when you fast-forward through a recording. Also, Audio is muted when fast-forwarding.

As the recording advances, the Playback Time indicator, the Current Index Entry Mark and the Playback slider will show your progress through the recording.

To pause the recording:

- Click the **Pause** button to stop playing the recording and maintain your current place in the recording.
- From the *Playback* menu, select *Player* and then *Pause*.

To stop the recording:

From the *Playback* menu, select *Player* and then *Stop*. When you stop a recording, you will not maintain your current place in the recording – the recording goes back to the beginning.

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